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ERICA MARASIGAN

ROBOTICS APPRENTICE

FDM<sup>★</sup>



## WHICH APPRENTICESHIP ARE YOU DOING?

Digital and Technology Solutions, Degree (level 6).

## WHAT DO YOU DO?

I work on automation projects on Power Automate by working through a Products Requirements Document and creating a process that stakeholders want. This can range from automating Microsoft Form responses to different clients internationally, handling and checking sensitive information about our employees' data, merging files, and cutting down timely processes for our clients. I work very closely with our Business Analysts and Project Managers to achieve what our stakeholders want and deliver high quality improvements to the business processes and mitigate human errors. My role also involves carrying out functional testing and evaluation for every scenario by validating any areas that are at risk of breaking the automated flow, allowing me to use my technical skills on a daily basis.

**"FOCUS ON YOUR OWN PATH AND KEEP WORKING ON DOING YOUR BEST. OTHER PEOPLE, EVEN THOSE THAT ARE THE SAME AGE AS YOU WILL BE AT DIFFERENT POINTS IN THEIR LIFE, BUT THAT DOESN'T MAKE EITHER OF YOU BEHIND OR AHEAD."**



## WHAT IS YOUR PROUDEST APPRENTICESHIP MOMENT?

I would say that my proudest apprenticeship moment is being recognised for the work that I do by people outside my immediate team. The Sales Team recently invited me to speak to a very important client about some of the work and projects I do and why I chose to become an apprentice. I went into RPA with little to no experience or understanding of the role, so it felt extremely rewarding to be chosen to represent my peers and even more fulfilling to recognise how much my professional skills have improved since I joined the programme.

## WHAT IS THE MOST EXCITING PROJECT YOU HAVE WORKED ON?

The Job Change Approval Form is one of the most exciting projects I've worked on. This is the process when employees within the company move from one department to another. The project brief didn't grab me initially, however I was excited to have the opportunity to work with our employees globally to complete this project: Asia Pacific (APAC), Europe, Middle East, and Africa (EMEA), and North America. Collaborating on this project meant I had the chance to expand my network and speak to people across the world, as well as broaden my knowledge and understanding of how the business works in the different regions. On top of that, I was able to see clearly how my work improved the process for handling the Employee Job Change procedure not just within my office, but in other countries too. As an apprentice, it was rewarding to be able to work on something so impactful for the company.

## WHICH FEMALE INSPIRES YOU AND WHY?

As an avid Modern Family watcher, I would say that the character Alex Dunphy inspires me. Her sheer dedication to achieving her career goals and dreams despite continuously being shut down by the people around her is impressive. Even though her character is fictional, I really resonate with the struggles she has throughout the series especially during her school years and career journey dealing with the pressure of expectation from family. Despite all this her character comes across as determined and has always been an encouragement for me.

