**Professional Summary ::**

Over 18 years of extensive experience in analyzing, designing, developing, testing, deploying web applications, batches, complex serviced components, Automation, Client/Server applications in on prem as well as cloud implementation with RPA, Java, .Net, UI & client server, workflow technologies in IT, Finance, Banking, Pension, Insurance domains.

Over 12 years of experience in End-to-End process automation using IBM Case Manager & different RPA Technologies in Digital Finance, HR and Insurance domains.

Over 5+ years of experience in RPA technologies with A360, AA11.X, AA10.X, IQ Bot, UiPath, Power Automate, Documentum, Blue prism, Google Dialog flow, work fusion, Kryon, Open SAP from setting up sandbox environment to production, Designing the bots, optimizing the process, implementation of framework, deployments and postproduction maintenance apart from gathering requirement, sales, governance, RDLC life cycle activities and upgrading the vendor patches, versions and CoE activities.

Over 5+ years of experience in AWS, Azure, OpenShift, Cloud implementation in both RPA & microservices, CI/CD, DevOps, Gitlab, GitHub, Jenkins, Electric flow, CloudBees CD, JIRA, confluence, SharePoint, ServiceNow and microservices implementation starting from scratch to production w.r.t both environment and application wise.

**Educational Qualifications ::**

* Masters : MCA (Master of Computer Applications)

Acharya Nagarjuna University 2000 – 2003

* Graduation: B.Sc (MPC)

Andhra University 1996-1999

**Work History ::**

* Lead Solution/Application Architect 07/2021 to till date

Client: TIAA

* Sr. Solution Architect (CoE Automation Platform) 08/2019 – 07/2021

Client : Verizon

* Technical Lead (Workflow Automation) 11/2012 – 08/2019

Client : TIAA

* Team Lead NorthGateArinso, Hyderabad 07/2020 – 09/2012
* Sr. Software Engineer, iSteps Solutions, Hyderabad 05/2009 – 06/2020
* Sr. Software Engineer, Synergy MultiTech, Hyderabad 04/2004 – 04/2009

**Technical Skills** ::

|  |  |
| --- | --- |
| Automation Tools | Automation AnywhereA360, v10, v11, Blue Prism, Power Automate, Kryon, Tosca, UiPath, Work fusion, PiexieBrix |
| Workflow / Case Management  Tool | FileNet4.5, IBM Case Manager 5.1, IBM Case  Manager 5.2, Content Navigator |
| Languages | Java, J2EE, C, C++, Cobol, ProIV |
| Scripting / UI Languages | Java Script, dojo, html, dhtml |
| Analysis & Design | Object Oriented Programming |
| Design Patterns | MVC, Singleton, Business Delegate, Session Façade, Intercepting Filet, DAO and Service Locator |
| Modeling | UML |
| Web & J2ee Technologies | Servlet, JDBC, JSP, Java Beans, EJB |
| Servers | Apache Tomcat, Web logic, WebSphere |
| Frameworks | Aurora, Spring |
| DB | Oracle, MySQL , Sql Server, Postgres |
| OS | Linux, Unix, Windows |
| Service / logging Tools | Service Now, Clarity, Share Point, Splunk |
| IDE Tools | Eclipse, MyEclipse, JD |
| Cloud | AWS, EKS, Azure, |
| Devops Tools | JiRA, Jenkins, gitlab, oneArtifactory, CloudBee, Electricflow |

**Certifications** ::

* Automation Anywhere Certified in multiple versions and roles
* UiPath Certified
* Tosca Certified on different roles
* Kryon Certified
* WorkFusion Certified
* Pixie Brix Certified
* NICE certified
* SAP automation certified
* CyberArk Certified
* Splunk Certified
* Power user

**Roles & Responsibilties** ::

* Leading the CoE efforts to migrate A11.3 platform bots to A360 and Bot center Application
* Integrating A360 with CybearArk and onboard assets and guide Factories to change necessary bot changes
* Lead the development of an RPA Center of Excellence implementation that support the agile development of business process automation BOTS.
  + From requirements and process analysis through design, development, testing and implementation of enterprise strength RPA processes.
* Responsible for the development and implementation of TIAA Robotics Process Automation Center of Excellence.
  + Defined and designed end-to-end Automation SDLC framework as well as RPA Infrastructure Architecture that supports the federation and scale of RPA BOT’s across all lines of business within TIAA.
  + This is including organization standards around compute, network, storage, virtualization to support a scalable RPA digital workforce.
  + Aligned all supporting IT domains including IAM, Infrastructure architecture, security, service desk and service delivery readiness in support of an RPA workforce.
  + Defined all artifacts to support the onboarding and intake of business processes suitable for automation as well as the ROI analysis to ensure automations provide the expected value to business.
  + Defined all development best practices for Blue Prism, Automation Anywhere to ensure development standards are consistent across all solutions.
* Auto incident creation for applications issues, AD user locks, password change, DB connectivity, network issues during BOT process.
* Creating PRB’s and link to Change requests with BOT within the process.
* Generate mails to Service Now groups and Change implementers during INC’s and Change Request process.
* Integrated BOT process with Service Now application for Incidents, IT requests and Change Requests (Change implementation process).
* Defined end to end robotic process automation strategy assessed existing process and determined automation feasibility for RPA created architecture diagrams and defined infrastructure needs for RPA Automation.
* Developed Work-In take template for RPA Platform consists of General, Process, Cost, Complexity, Systems & Rick metrics related to proposed automation process.
* Gathering all metrics from Work-In take form and analyses and provide metrics to Executive committee to take Decision
* Learn the existing process from Process SME and collection all potential collision matrix, CI-KPI matrix and prepare check list for Discovery Phase to take final decision.
* Responsible for Requirement analysis using Requirement Document.
* Responsible to create and update FRD, TDD and SDD
* Working with LCAB & MCAB team to create Change and implement change request into production.
* Working with QA, UAT team to create Test Case Template and Testing Strategy.
* Responsible to test performance and capacity planning
* Working with Implementation plan, resource allocation and Production support
* Design, document, develop, execute and test automation plans from business requirements.
* Develops new processes/tasks/objects using core workflow principles that are efficient, well structured, maintainable and easy to understand.
* Identify and communicate the technical infrastructure requirements to design RPA process solutions in accordance with standard RPA design principles and conventions.
* Working within project planning constraints, communicating any identified project risks and issues to the delivery/project manager accordingly and providing inputs to the change control process.
* Designed different workflows to run several tasks using Workflow designer in automation anywhere.
* Connected to different clients using client manager of Automation Anywhere Server Management.
* Extensively worked with Workflow Designer, Trigger Manager, Report Designer, Schedule manager and Server Communication.
* Extracted data from Web applications, Windows Applications, PDF, Images, Web pages etc. and exported the output data to Database/Excel.
* Develops scalable and efficient process automations and reusable components that can be leveraged across different lines of businesses.
* Played a critical role in building and deploying Robotic Process Automations.
* Works closely with other developers, product managers, DevOps, and product support engineering to deliver new automated processes to replace manual processing.
* Ability to perform application automation with different Recorders, MetaBots and Workflow.
* Good understanding and experience using Microsoft Office, including the ability to read Excel macros to translate them to RPA solutions and/or integrations.
* Demonstrate work experience in using different Commands, mainly on Database, web and windows Applications, Excel, PDF, Services (SOAP/REST) and Terminal
* Good Analytical Ability to troubleshoot bots and provide required solution.
* Support existing processes and implementing change requirements as part of a structured change control process as well as problem solving issues that arise in day to day running of RPA processes and providing timely responses and solutions as required.
* Support the business units in all environments including high availability environments.
* Lead the development of an RPA Center of Excellence implementation that support the agile development of business process automation BOTS using AA, UiPath, Google Dialogflow and CoE supported applications named DiGT, Botcentral.
  + From requirements and process analysis through design, development, testing and implementation of enterprise strength RPA processes.
* Responsible for the development and implementation of Verizon Robotics Process Automation Center of Excellence.
  + Defined and designed end-to-end Automation SDLC framework as well as RPA Infrastructure Architecture that supports the federation and scale of RPA BOT’s across all lines of business within Verizon.
  + This is including organization standards around compute, network, storage, virtualization to support a scalable RPA digital workforce.
  + Aligned all supporting IT domains including IAM, Infrastructure architecture, security, service desk and service delivery readiness in support of an RPA workforce.
  + Defined all artifacts to support the onboarding and intake of business processes suitable for automation as well as the ROI analysis to ensure automations provide the expected value to business.
* Responsible for All Deliverables for team of 9 RPA Developers & 8 Java Developers which consists both onshore and offshore.
* Working with Centralized onshore whole sale and Credit fraud LOB’s to identify and provide optimal solution for End to End process within business Process
* Learn the existing process from Process SME and collection all potential collision matrix, CI-KPI matrix and prepare check list for Discovery Phase to take final decision.
* Responsible for Requirement analysis using Requirement Document.
* Responsible to create and update FRD, TDD and SDD
* Responsible for resource allocation, project management and deliverables for entire team
* Lead Development Digital Governance Tool where it track RDLC
* Responsible for building and enhancing centralized automation reporting tool (botcentral)
* Responsible to integrate Digital governance tool with Botcentral to track RDLC and reporting functionalities
* Responsible to implement EKS environment and micro services for integrating application name DiGT2.0
* Responsible for Installing/Configuring FileNet P8 components such as Content Engine, Process Engine, Application Engine, Image services server, using Oracle database as back end.
* Responsible for Incidents resolution, trouble shoot application/ code/ environment related issues and coordinate with upstream and business for any issues.
* Establishing connections with FileNet components using Java API’s such as API’s for Content Engine and VW API’s for Process Engine.
* Developed workflow to monitor CE,PE health check
* Developed a script to archive the DB records to improve the performance of the application
* Developed a batch to purge Process Engine (PE) VW logs Records.
* Developed the ANT scripts for the auto component builds and deployments.
* Developed the standard protocols and procedures for the Database migrations.
* Worked with the Team in streamlining – Release Management, Software Configuration Management [SCM], building test cases and multiple deployments in our Agile Development Environment.
* System Architecture i.e. designed the framework of the application using Command factory design pattern, interfaces such as PIR (Problem Investigation and Resolution) with which the application will interact.
* Designed and developed various Screens using JSP, DOJO, JavaScript, HTML, CSS
* Developed Business Admin Module using Struts framework.
* FileNet P8 developer/Administrator - Installed the FileNet P8 4.5, 5.1 components with Oracle 10g as the database.
* Designed Business process workflow which includes creating rosters, work queues, work items.
* Designed the content management for this application which includes creating Object store, Custom objects, document objects, export-import of objects between object stores.
* Performed enhancements required to resolve the user request (STR fixing).
* Hard core testing of the application and developing the UTP’s.
* Document all analysis and changes.
* Troubleshooting the Production issues
* Resolving production issues and created incidents.
* Monitoring the health check of all the FileNet and Case Manager components.
* Deployments and Configuration of advanced version of FileNet application [Case Manager]
* Responsible for support Pension, Brokerage, Banking, Real estate projects in ProdFix, PreProd and Production.
* Responsible to handle incidents and problem tickets resolution related to FileNetP8 components.
* Responsible to resolve business related Case, Task, Step information.
* Monitoring and fine tuning the application in FileNetP8 environments.
* Anticipating and providing solutions during scrum meetings, development and infra setup.