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| Hemanth Raghav      Email: raghavhemanth7@gmail.com  **Phone: +1 7073628150**  **RPA :AA360, Work fusion, UIPath, Blue presume, Power Automate** |

**PROFESSIONAL SUMMARY:**

* A component professional offering around 10 years of rich experience in Software Development Software Testing (Manual and Automation) & Production Support.
* Proficiency in developing & Testing Automation processes using Work fusion, UiPath, Blue presumes and AA360, Power Automate.
* Engaged in assisting in designing strategies; Worked on projects such as IT Invoice processing – Intelligent Automation, Mortgage loan validation - Robotic Process Automation and so on.
* Skilled in various technologies such as MVC.net, C#, Blue prism, UI Path, Work fusion
* Well acquainted with all phases of SDLC and STLC
* Experience in Creating and maintaining Automation Solution documentation.
* Good working knowledge on Application development and maintenance of life cycle process.
* Automated Citrix, web based and desktop based application and different EPR systems using automation tool UiPath and Work fusion.
* Development experience in browser, Windows and Mainframe based applications using Blue prism, UI Path, Work fusion tools.
* Work experience on different framework in RPA tool (Azure framework, Robotic Enterprise Framework).
* Experience in infrastructure migration, cloud migration to azure with extensive use of Microsoft power app, Azure cloud and share point technologies in banking finance and healthcare.
* Extensive Development experience in Robotic Process Automation using RPA technology.
* Experienced in Development from end to end Automation solution using work fusion, UI Path and Blue Prism.
* Used Uipath Orchestrator for deployment, monitoring and management of UiPath Robot automation activity.
* Good working knowledge in Business BOT, MET BOT & IQBOT designing and development.
* Actively participated in client interactions during Discussion and Deployment phases of the projects.
* Experienced in automation of Web applications, Excel, PDF, Text and Email services.
* Implemented all Basic, Desktop, web recordings using numerous activities and flow charts using RPA tools.
* Working closely with Solution Design team and Subject Mater Experts to integrate the business process to the RPA end solution
* Good experience on AI (Artificial Intelligence) and ML (Machine Learning).
* Ability to learn quickly and adapt to new technical environments.
* Having good hands-on exposure on Banking, Healthcare and Insurance Domain
* And implementing the codes in DEV, UAT, PTE and production.
* Providing solution to different issues by analyzing codes, log analysis such as Error logs, Debug logs, AA logs, TPAM logs & Audit logs.
* Configuring and monitoring ITRS for Bot related issues.
* Tracking the incidents through service now (if needed).
* Good knowledge on Work Fusion, UI path, Automation Anywhere, Blue presume
* Good knowledge on center of excellence (COE).
* Capable of quickly learning and delivering solutions as an individual and as a part of team and Leading, supporting team across the implementation cycle, working closely with developers, debugging and solving technical issues, sharing technical knowledge to the team.
* Proficiently handled tool evaluation and feasibility to help in selecting suitable Automation tools for RPA implementation and created POCs for various tasks.

**ACADEMIC DETAILS:**

* Bachelors in Aeronautical Engineering (2013)

**CERTIFICATIONS:**

* Certified in Work Fusion RPA Specialist (Feb 2019)
* Certified in Work Fusion Automation Engineer Specialist (Feb 2019)
* Certified in Work Fusion ML Data Analyst (Feb 2019)
* Certified in Work Fusion ML Automation (Feb 2019)
* Certified in Machine Learning Basics (Feb 2019)
* Certified in UI path Certification (June 2019)

**Technical Skills:**

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| **Core Competencies** | Design & Development, Coding, Requirement gathering, Debugging, Testing, Production Support |
| **RPA Tools** | WorkFusion, Ui path, Blue prism, Automation Anywhere AA360 |
| **Languages** | Java/J2EE,SQL, PL/SQL, C, C++ |
| **Web Technologies** | HTML, CSS, jQuery, JavaScript, AJAX, JSON, Angular JS, React JS |
| **Databases** | SQL Server, MySQL, Oracle Database, PL/SQL |
| **framework** | Azure framework, Robotic Enterprise Framework |
| **Operating Systems** | Windows, Linux, UNIX. |
| **Methodologies** | Agile, Waterfall, SDLC, |
| **Monitoring Tools** | ITRS (GeneosConsole ) |
| **Ticketing Tools** | Service Now, JIRA |
| **Version Control** | SVN, GitHub |

**PROFESSIONAL EXPERIENCE:**

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| **Client: Citi Bank- New York, USA** | **Feb 2022 - Till Date** |
| **Role: RPA Admin & RPA Production Support Lead** |  |

**Environment : Automation Anywhere, Work fusion, UI path, Talent, Power Automate Service now.**

**Responsibilities:**

* Monitor overall health (performance and functional) of production, pre-production, and test environments of BES (Business Enablement Solutions) Applications and perform routine system configuration changes & upgrades
* Provide 24×7 operational support to all production practices on holidays and weekends.
* Coordinate with various teams and raise support ticket for all issues, analyze root cause and assist in efficient resolution of all production processes.
* Maintain logs of all issues and ensure resolutions according to quality assurance tests for all production processes
* primary responsibility is troubleshooting and resolving minor and major errors or issue ASAP
* Experience to test the real time data and building ML & AI end to end process.
* Same time major issue in a timely manner and escalate to L3 support when necessary.
* Providing solution to different issues by analyzing codes, log analysis such as Error logs, Debug logs, AA logs, TPAM logs & Audit logs.
* Respond to in person, email, IM and telephone to all technical queries for the production environment
* And implementing the codes in DEV, UAT, PVT and production.
* Analyzing the performance of each bot through complex SQL queries and preparing report on it and working in the enhancements of the failed activities through codes.
* Have expertise experience in conducting meetings and interacting with different team for implementing the developed application.
* Having experience in scheduling the bot through Automation Anywhere, Workfusion, Blue presume.
* Configuring and monitoring ITRS for bot related issues.
* Tracking the incidents through service now (if needed).
* Working with Infra, GIDA, CR deployment team, infrastructure team, Business Line –operation Team & L3 Team for the issue.

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| **Client: Goldman Sachs- Bengaluru, India** | Sep 2020 - Jan 2022 |
| **Role: RPA Developer** |  |
| **Environment : UI Path, Citrix, JIRA** |  |

**Responsibilities:**

* Robotic Process Automation developer (RPA) using tools UiPath.
* Understand existing processes and facilitate change requirements as part of a structured change control process.
* Design and development of web application using Ui path.
* Design the new processes, task, objects using core workflow principle that are efficient well structured, maintainable and easy understand.
* Used UiPath Orchestrator for deployment, monitoring, and management of UiPath Robots automation activity Experienced in controlling the BOT's using RPA administrative/Orchestrator.
* Work on technologies like OCR, ICR, Designing uipath process in accordance with standard design principles and contention.
* Using the various action like conditions looping, error handling, object cloning, OCR, key strokes of coding the automation process.
* Solve day to day issues arising while running robotics processes and provide timely resolutions.
* Maintain proper documentation for the solutions, test procedures and scenarios.
* Design and Development of Web Applications.
* Fixed the issues raised in Application and maintenance of Project.
* Actively participating in Test plan preparation, validating the Client requirements and identifying the various Scenarios for Automation Development.
* Working on infrastructure migration, cloud migration to azure with extensive use of Microsoft power app, Azure cloud and share point technologies in banking finance.
* Write Designing workflow automate functional requirements. Conducting Review meeting for the objects prepared by others and reviewing, reworking if needed and executing developed objects. Unit testing the developed automation.

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| **Client: Work fusion- Hyd, India** | Jun 2019 - Aug 2020 | |
| **Role: RPA- Work fusion Developer and Test Engineer** |  | |
| **Environment : Work fusion, JIRA** |  |

**Responsibilities:**

* Automation will be the IT invoice processing using the intelligent automation which covers invoice extraction of product details and processing data in various phase to get particular details and finally providing the details into the application
* Created Manual task that acts like a Search Engine for user to find a UBO for selected Entity.
* Created Bot tasks to identify relevant documents for appropriate UBO search in document repository.
* Crated an Information Extraction Task that acts like a Wireframe for user wher he can able to see Multiple & dynamic document tabs as relevant documents for selected entity and also he can able to tag multiple group of answers from all the documents displayed on the Task.
* Implemented OCR to extract fields from pdf.
* Worked with Datastores, global variables, Amazon S3 secure storage.
* Worked with Secret vaults to store confidential details.
* Extensively used AutoIt, Groovy and Web-harvest scripts.
* As a Data Analyst,

-Worked on moderation task to validate the data created during tagging.

-Created manual task and trained SMEs on how to tag data.

* Test case writing according to the listed business functional requirements
* Actively involved in Writing, Reviewing and Execution of Test Cases.
* Executed functional, system, retesting and regression testing.
* Effectively used Test link tool for writing test cases and executing test cases
* Identifying the manual scenarios which are feasible for automate.
* Updating the status to Technical Architect in SCRUM meeting.
* Accessibility Testing
* Maintaining objects in object repository (JIRA)

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| **Client: RBC- Mumbai, India** | Feb 2018 - May 2019 |
| **Role: RPA- Ui path, Developer** |  |
| **Environment : Ui path, JIRA** |  |

**Responsibilities:**

* Involved in gathering, solution designing, coding, and testing, debugging, documentation on UiPath.
* Developed new processes/tasks/objects using core workflow principles that are efficient, well structured, maintainable, and easy to understand.
* Created automation process for reading data from CSV, Excel files.
* Used UiPath Orchestrator for deployment, monitoring, and management of UiPath Robots automation activity
* Experienced in controlling the BOT's using RPA administrative/Orchestrator
* Working on technologies like OCR, ICR. Designing UiPath process in accordance with standard design principles and conventions.
* Well Versed with UiPath studio, UiPath robot, UiPath Orchestrator.
* Communicating with the Business model on behalf of technical team to effectively simplify and explain about the processes according to their requirements.
* Provided Exception handling at every possible scenario for a robust error-free development.
* Worked closely with Process SME's to translate process in to Process Definition Document (PDD) & Solution Design Document (SDD).
* Interacted with window-based application and versed with Browser applications.
* Used various actions like Conditional Looping, Error Logging, Object Cloning, OCR, and keystrokes for coding the Automation process.
* Worked on to develop Test cases and conducting User Acceptance Testing (UAT) with test teams during the test Phases and fix errors if occurred.
* Interacting with client and involved in business process walkthrough.
* Created Functional Requirements Documents (FRDs) for a Robotic Process Automation project, based on business process design discussions with stakeholders
* Helped on scheduling the tasks through Control room.

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| **Client: HSBC- Mumbai, India** | Dec 2015 - Jan 2018 |
| **Role: RPA- Ui path, Developer, Testing** |  |
| **Environment : Ui path, JIRA** |  |

**Responsibilities:**

* Comprehending business requirements and transforming them into technical development.
* Involved in Requirement gathering, designing, developing and maintaining the application.
* Day to Day interaction with stakeholders to understand the process and create the Process Flow diagram.
* Configure Robotics Automation software using Core Workflow principles in line with best practice
* Test case writing according to the listed business functional requirements
* Actively involved in Writing, Reviewing and Execution of Test Cases.
* Executed functional, system, retesting and regression testing.
* Effectively used Test link tool for writing test cases and executing test cases
* Identifying the manual scenarios which are feasible for automate.
* Updating the status to Technical Architect in SCRUM meeting.
* Accessibility Testing
* Maintaining objects in object repository (JIRA)

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| **Client:** **Deutsche Bank- Bengaluru, India** | Jun 2013 - Nov 2015 |
| **Role: RPA- Automation Anywhere Developer** |  |
| **Environment : Automation Anywhere, JIRA** |  |

**Responsibilities:**

* Gathering user requirements and designed software solutions based on the requirements.
* We used to analyze, understand and document the Business processes in detail where required.
* Worked on different Environments like Windows, Microsoft Excel and Web Applications.
* Analyzing the problems and implement the processes to improve.
* Innovative ideas to reduce the time span of a process.
* Create Prompts, Calculated Fields, Customize Calculations, Conditions and Filter for various analytical reports and Dashboards.
* Understand the scope, build and design of the business process framework, as business processes of the client and develop a project design to implement the process.