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Summary

Bringing 6 years of experience as a Senior RPA Developer(UiARD Certified)with a strong background in designing and developing automation architecture and workflow solutions using UiPath and Automation Anywhere tools, with expertise in Telecom, Mortgage, Finance, Supply Chain, and Insurance domains.

Experience

✅ Automation Engineer

Verizon

Jul 2021 - Present

• Built and implemented RPA solutions for Finance and Supply Chain Lines of Business (LOBs), resulting in a significant reduction of manual intervention and improved process efficiency.
• Experienced in the end-to-end lifecycle of RPA processes, from Requirement Gathering to BOT Development, UAT, Deployment, and Production support.
• Collaborated with Legal and Security teams to ensure compliance with security policies, compliance, and regulations in RPA design and implementation.
• Developed and executed change management strategies for RPA implementations, ensuring a smooth transition and adoption of new processes.
• Developed and deployed both attended and unattended RPA bots using Automation Anywhere and UiPath platforms, automating various business processes and reducing operational costs by 80%.
• Led the end-to-end automation of Audit Processes like SOX (Segregation of duties), UAR (User activity reporting) for utilization across the whole org, involving 20+ applications (SAP, legacy, web applications, ERP, Citrix, and Db), and developed low code, no code reusable components to accommodate all levels of business partners using UI and API-based approach as applicable.
• Developed complex automations using UiPath and Automation Anywhere, including integrations with OCR technologies for unstructured data extraction and processing.
• Created and executed test scripts for UAT and SIT, using tools such as UiPath Test Suite, to ensure comprehensive coverage of test scenarios.
• Provided exceptional production support for UiPath and Automation Anywhere bots, proactively monitoring and troubleshooting bot performance, conducting root cause analysis of issues, and implementing corrective actions to ensure uninterrupted business operations and high system availability.
• Ensured timely incident resolution and effective communication with stakeholders to minimize downtime and achieve high user satisfaction while working in production support.

🅳 RPA Consultant

Dermalogica

Mar 2021 - Aug 2021

• Collaborated with subject matter experts to identify and automate complex Finance and JD Edwards processes, providing RPA feasibility metrics to project managers for prioritizing use cases.
• Implemented a continuous quality improvement program in partnership with the Finance team, delivering process improvements across multiple departments.

• Developed and maintained key documents, including PDDs, SDDs, Testing Evidence, Deployment Documents, and Bot maintenance documents, ensuring SME approval prior to development and deployment to various environments.
• Utilized Lean methodologies to identify redundancies and defects in current processes, employing RPA for process improvement and categorizing process pipelines for RPA.
• Provided production support by managing different modules in UiPath Orchestrator, conducting continuous monitoring, and ensuring live bots operate efficiently and effectively for ERP system processes using UiPath and Automation Anywhere.
• Mentored junior developers, conducted code reviews, and provided technical guidance to optimize RPA delivery while ensuring adherence to enterprise standards.

Sr RPA Developer
Verizon Wireless Business Sales
Jan 2020 - Mar 2021
• Elicited automation requirements from LOB owners and identified RPA feasible opportunities by analyzing and documenting ROI, presenting Proof of Concepts to demonstrate feasibility.
• Created the Process Design Documents (PDD), Solution Design Documents (SDD), and Technical Design Documents (TDD), overseeing development, testing, and providing hyper care for the bots in Production.
• Developed, unit tested, and deployed reusable components of an Enterprise-level RPA Framework using UiPath and Automation Anywhere to reduce the workload of RPA developers across individual teams.
• Designed and implemented exception handling processes for dealing with various errors such as application crashes, network issues, and other system failures.
• Developed Metabots in Automation Anywhere and Reusable Libraries in UiPath, integrating various custom scripts like macros, VB Scripts, and batch files to overcome Automation Anywhere limitations.
• Integrated Automation Anywhere and UiPath bots with Bot central, a client-specific centralized location for managing and monitoring bots.
• Developed Metabots and UiPath Libraries to interact with CyberArk, a secure vault, instead of storing credentials in UiPath Assets and Automation Anywhere Credential vaults.
• Experience in migrating existing bots from on-premises to AWS/Nutanix servers.

RPA Developer
Caliber Home Loans
Jul 2019 - Jan 2020
• Analyzed client processes, identified Automation opportunities, defined RPA value propositions, reengineered processes to improve Automation potential, and recommended RPA approaches/ strategies.
• Developed automation scripts using JavaScript to seamlessly integrate with existing code.
• Created Automation Meta bots and configurable .NET scripts for enhanced automation capabilities.
• Provided recommendations on new and existing code, making necessary changes to improve automation processes.
• Utilized Restful API commands to send bot details to relevant web APIs.
• Demonstrated strong proficiency in Automation Anywhere commands and UiPath Activities, including Object cloning, Excel, XML, CSV commands, and error handling.
• Automated client web applications used for tasks such as password updates, contact updates, tax exemption confirmations, and federal ID confirmations, resulting in a daily savings of approximately 35 FTE hours and the completion of over 1,000 transactions on average per day.

• Worked with IQ bots, successfully training them to reduce transactional time to 2 minutes and increase optimization ROI to 40%.
• Automated tasks requiring OCR capability using Abbyy FineReader software.

RPA Developer
DISYS

Mar 2018 - Jun 2019

• Created Process Design Documents (PDD) and Solution Design Documents (SDD) in collaboration with SMEs for end-to-end RPA implementation using UiPath.
• Developed efficient and well-structured workflows utilizing UiPath automation elements, including Mouse, Keyboard, Attribute, and Screen Scraping methods.
• Implemented selectors for continuous navigation of applications, web recorders, and data scraping methods for structured data extraction.
• Utilized image activities, Excel automation, and mail services to streamline repetitive tasks and data entry.
• Executed Kibana watcher scripts for monitoring bot health and alerting the support team if any issues arose.
• Interacted with various mail services such as POP3, OUTLOOK, and IMAP to retrieve mail messages into folders.
• Managed exceptions using the Try-Catch activity and deployed processes in UiPath Orchestrator for execution.
• Configured bots and deployed processes, scheduled jobs, and utilized queues to collect information from Orchestrator.
• Actively participated in test phases with test teams, addressing and fixing assigned bugs.

Education

Fitchburg State University
Master, Applied Computer Science
2016 - 2017

Licenses & Certifications

Uipath Certified Advanced RPA Developer v1.0 (UiARD) - UiPath
Issued Sep 2023 - Expires Sep 2026
UIP00186029

AWS Certified Developer- Associate - Amazon Web Services (AWS)
Issued May 2017 - Expires May 2020
HTC0B41K22BEQCS0

Skills

Jira • Agile Methodologies • Scrum • Postman API • Cyberark • UiPath • Test Automation • SQL • Robotic Process Automation (RPA) • Production Support