**Uma Devi Pilla**

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**CAREER OBJECTIVE:**

Obtain a position where my education, IT and RPA experience can be fully utilized to benefit the company while furthering my career aspirations.

**SKILLS AND COMPETENCIES:  
Technical-**

Certifications: Certified UiPath Advanced RPA Developer and UiPath RPA Associate.

RPA Tools: UiPath, Automation Anywhere(A360)

UiPath Products: UiPath (Studio, StudioX, Orchestrator, Automation Hub)

Automation 360: Automation Anywhere 360 control room

Products

Other Tools: Microsoft Office products, JIRA, Confluence, ImageRight, Tivoli Access Manager (TAM), JXplorer, OKTA Single Sign-On, Postman, SharePoint, Agile methodologies, IBM AS400, POINT IN, Salesforce, Web Methods 8.x/9.x, GitLab, DevOps, ServiceNow.

ETL Tools: Informatica, PowerCenter, DX

Conference: Automation Anywhere Imagine2023, UiPath Forward V (2022)

Languages: SQL, PL/SQL, XML, Web Services, .NET

DBMS: MS SQL Server, Oracle 10g/11g, MS Access

Operating MS DOS, Powershell

Systems:

Others: Agile Methodologies, Scrum, MSMQ**,** IDE programming, SOAP, WSDL, EDI, ITSM, Web Methods 8.x/9.x

**EDUCATION:**

**Bachelors in Electronics and Communication Engineering**, Chaitanya Engineering College, Andhra Pradesh, India. 09/2008 – 04/2012.

**WORK EXPERIENCE:**

**Humana Inc.**  Remote

**Senior Automation Engineer** 05/2023 – Present

* Getting trained in Automation Anywhere.
* Understanding the healthcare business and making suggestions to the existing bots to improve error handling, logging, bot status notifications process, reporting and metrics.
* Has experience in Software QA testing multi-tier enterprise web applications.
* Has experience in web-service integration and server back-end testing.
* Creating process diagrams like ADD, SDD and TDD for automations.
* Focusing and contributing on continuous improvement of customer experience.
* Passionate about mentoring junior developers.
* Within 6 months I completed the A360 training and built 2 automations using Automation Anywhere A360, Microsoft Access database, APIs and Humana internal applications.
* Currently training for Cybersecurity Certification and Automation Anywhere Advanced RPA Professional certification.

**Western National Insurance Group**  Edina, MN

**RPA Developer 2**, 06/2019 – 5/2023

* I am a certified UiPath RPA Associate and Advanced RPA Developer.
* Hands on experience migrating from On-Prem to UiPath Cloud. End to end migration responsibility was solely implemented by me, starting from analyzing with which license type to go for license renewal followed by planning, risk analysis, Cloud environment setup with different tenants and license allocation, cloud orchestrator setup, updating the existing production bots, testing them and migrating them to new instance and also designing the backout plan.
* Have good knowledge and usage skills on UiPath RE framework.
* Have done multiple automations on Western National Insurance internal systems.
* Done automations on Web automation,Excel, PDF, Email, MS Teams, Office 365, OCR technologies, API, Databases, etc.
* Debugging and troubleshooting the issues reported by the business users and finding the root cause. Resolving those issues by either fixing or finding a new solution.
* Monitoring daily jobs in UiPath Orchestrator, handling any Orchestrator changes and code promotions.
* Setting up the required system environment for a BOT to run.
* Experience in analyzing and documenting business processes, developing and maintaining automated robots to deliver an exceptional experience to our customers.
* Collaborate with internal and external stakeholders in conceptualization to identify automation opportunities by analyzing processes and assess their feasibility to develop new robotics process automations.
* Initiated and organized various RPA brainstorming sessions within different departments within the organization to identify, define, design, and configure automation solutions.
* Constantly review recurring application issues to identify and create potential long-term solutions.
* Develop and maintain various technical documentations such as design specifications, End user training guides, automation specifications, process guidelines etc.
* Identify and develop solutions to a variety of problems.
* Based on the outcome of RPA brainstorm sessions, Identifying, and recommending modifications/enhancements in existing applications to meet the BOT requirements.
* Suggested and grabbed an opportunity to build an emergency automation during COVID-19 to endorse 52,065 policies and refund policy premium amount to End customers. Building and testing the automation took 4 days and executing that automation with live data took 7 days in increments of 400 policies per batch which saved 22 weeks of time and manual effort whereas building in RPA took only 4 days to build the Robot.
* Liaise with network administrators, business analysts, and other IT specialists to assist in resolving problems with existing automations.
* Analyze and assess existing business systems and procedures
* Assist in the definition, development, and documentation of automation business requirements, objectives, deliverables, and specifications on a project-by-project basis in collaboration with internal users and departments.
* Assisted in defining automation development project plans, including scoping, scheduling, and implementation
* Research, identify, analyze, and fulfill requirements of all internal and external automations users.
* Consistently write, translate, and code robotics process automations according to specifications and standards.
* Wrote programming scripts to enhance functionality and/or performance of company automations as necessary
* Design, run and monitor software performance tests on new and existing automations for the purposes of correcting errors, isolating areas for improvement, and general debugging
* Administer critical analysis of test results and deliver solutions to problem areas
* Analytical, disciplined, and creative problem solver committed to delivering a quality product. Fix bugs and respond to support tickets.
* Perform code repository operations for automations using version control tool GitLab.
* Be able to explain technical details and demonstrate your work to internal or external customers
* Train end users to operate new or modified automations
* Conduct research on emerging automation development software products, languages, and standards in support of procurement and development efforts
* Recommended, scheduled, and performed automation software improvements and upgrades which include UiPath Studio and Orchestrator.
* Experience driving Scrum related meetings like daily standup, retrospective, Sprint review meetings, etc.

**Unisys Global Services**  Bangalore, India  
**WebMethods Developer**, 10/2012 – 11/2015

**Clients**: Lenovo, IBM, Beckon Dickinson, California State University, Takeda, Whole Foods, Delphi, etc.

* Provides B2B integration solutions between different customers by following **Agile** and **Waterfall** project life cycle methodologies. Most of the B2B integration solutions are creating tickets on ticketing tools like, ITSM, SNOW, etc.
* B2B integration is a middleware solution which received information from one Business customer, does all the required transformations and translations and sends the transformed data to the other Business customer. These transformations and translations are based on the destination end user’s understandability. The B2B integration solution includes both WebMethods and Informatica code development and, PL/SQL coding along with IBM DataStage coding.
* Providing solutions by gathering and understanding the client requirements. In all the B2B solutions, WebMethods plays a vital role. With the help of the requirements gathered, planning of the project is done and based on the plan WebMethods coding is developed, deployed, and tested. Based on the results generated by WebMethods, other technologies coding is done.
* I played a key role in gathering the requirements, planning, and designing the solution, developing the WebMethods code according to the standards, along with WebMethods Administration responsibilities, WebMethods version upgrades, documenting the operational design procedures and testing of both application and system.
* Driving the clients and technical developers to understand, investigate and resolve the technical problems related to solution designing and system functions by considering the impact of new changes.
* Other responsibilities include Informatica development, expertise in SQL queries, PL/SQL coding, SQL Server database data loading.
* To ensure reusable code and Zero postproduction issues, took all the necessary steps like designing a generic solution, automating some functionalities using MS DOS and Powershell, and proper testing by creating comprehensive test cases and test plans.