**Senior RPA Developer (UiPath)**

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**Professional Summary:**

* Experienced IT professional with over **7 years** of comprehensive experience in the fields of **UiPath RPA (Robotic Process Automation), RPA Business Analysis and .NET Software development and Production Support,** successfully delivered the project and actively participating in the complete Software Development Life Cycle (SDLC) from the initial phase to deployment.
* Adept at designing and implementing automation solutions as well as developing robust applications using the .NET framework.
* Experience in **Banking** and **Financial Services** industries and working with business clients.
* Experience in leading a team of developers from offshore.
* Experience in gathering the requirements from business stakeholders and designing the process id card.
* Expertise in converting the business requirements into **As-Is** and **To-Be** process using JIRA, MS Visio and MS PowerPoint.
* Analyzed the project complexity and provided project plan with detailed efforts for each phase of project life cycle.
* Experience in developing the Detailed Platform Application Design (DPAD) document and obtaining approval from business stakeholders.
* Experience in creating **Process Design Document (PDD)** in line with business requirements**.**
* Experience in creating **Solution Design Document (SDD)** with detailed steps on the design of the solution and exceptional handling.
* Responsible for understanding of **functional requirement**. Interaction with business stakeholders, business analysts, architects, and other interfacing technical leads to confirm design and determine project milestones.
* Look after implementation and first occurrence validation/post implementation checks.
* Worked as **Production Support Engineer**, providing permanent resolutions to issues after doing thorough analysis and investigation.
* Generation of **monthly reports** and managing **incidents**, problem records and change records in **ServiceNow**.
* Transition from waterfall to **Agile** methodology.
* Handled the **defects** and **change requests** during the production maintenance phase of the application life cycle.
* Worked closely with other business analysts, development teams and infrastructure specialists to deliver high availability for **mission-critical applications**.
* Competence in working on version control systems **TFS** and **GitHub**.
* Experience in Git **branching** **strategy** and adhering to best practices defined by the Client and architects.
* Experience with **quality assurance** practices, including **project plan** development, test strategy development, **test plan development, test case & test data review**.

**Technical Skill Set:**

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| --- | --- |
| TFS, Azure DevOps, Git | **Version Control Tools** |
| C#, Java | **Programming Languages** |
| MS SQL | **Databases** |
| JIRA, Confluence, Team Foundation Server (TFS), Application Lifecycle Management tool (ALM), Process Analysis and Design, Business Analysis. | **Project Management and Reporting Tools** |
| Service Now | **Ticketing Tools**  |
| ASP.NET, HTML, CSS, JavaScript | **Web Technologies** |
| RPA - UiPath, MS Visio, Draw.IO, Lucid chart, Visual Studio, MS Office (Word, Excel, PowerPoint), RedTitan, Jenkins, UrbanCode | **Other Tools** |

 **Work Experience:**

**Role: Senior RPA Developer (Tata Consultancy Services) Date: Jun 2020 to Jul 2022**

**Client: Lloyds Banking Group (LBG), UK**

**Domain: Banking and Financial Services (BFS)**

**Project Description:** Black Horse Limited (part of Lloyds Banking Group plc) is the United Kingdom’s leading provider of motor finance. The company helps over 200,000 customers every year to finance new and used cars, caravans, motorhomes, or motorbikes through their network of over 5,000 dealers.

**Responsibilities:**

* Analyzed the automation **feasibility** and **complexity** based on the **SOP documents** received from business analysts.
* Participated in **detailed process walk through** with the process experts from Europe and Asia Pacific business units.
* Prepared Solution Design Diagram and **Solution Design Document (SDD)** in line with the standards and obtained approval from senior architects.
* Developed the code with best practices using **RE Framework** and implemented the **Dispatcher** and **Performer** models.
* Used**UiPath Computer Vision to** automate a legacy application that did not support traditional image or UI automation approaches.
* Used **Screen Scraping method** to extract text from running window application by appropriate output methods such **as native, Full text and OCR**.
* Used UiPath **cryptographic activities** to **encrypt** the sensitive data and followed best practices of password protection and encryption while sharing the data with business
* Implemented **Web Recorder** for automating logging and inserting data actions into browser applications using different Input methods such as Send window messages and **simulate**.
* Configuring new processes and activities using core **workflow principles** that are efficient, well-structured, and manageable.
* Used **Data Scraping**method for extracting **structured** data from browser applications or documents into a CSV file or Excel Spread sheet.
* Implemented robust **exceptional handling** mechanisms for the quick recovery of the bots in case of fatal errors.
* Implemented configurable business rules in the backend (SQL) to ensure smooth scalability of the project.
* Performed **Unit Testing** and conducted **UAT Testing** and **Smoke Testing** in presence of the stakeholders.
* Handled the bugs and ad hoc change requests from business during the **hyper care** period and stabilized the process.
* Participated in peer **code reviews** and provided them with required best practices for automation.
* Stabilized the automated process in production and moved it to maintenance phase.
* Handled business change requests for improving the **process efficiency** and **scope** of automation.

**Environment and Tools:** UiPath, SQL, Service Now, ALM, JIRA, Confluence, MS Office, MS Visio

**Role: Subject Matter Expert - SME(Tata Consultancy Services) Date: Jul 2018 to May 2020**

**Client: Lloyds Banking Group (LBG), UK**

**Domain: Banking and Financial Services (BFS)**

**Project Description:** Worked on the legacy motor finance printing solution application for internal banking document to generate, customize, edit, and produce data driven documents. These platforms can function as PDF creators, and document generators that pull data from third-party sources into templates. Involved in quality assurance delivery of the project.

**Responsibilities:**

* Participated in requirement gathering with the teller leads of the branches.
* Designed Detailed Platform Application Design (DPAD) document and obtaining approval from business stakeholders.
* Analyzed the project complexity and provided project plan for the same.
* Developed the code in line with the business standards and performed unit testing.
* Handled the bugs and ad hoc change requests from business during the hyper care period and stabilized the process.
* Deployment of the code in production server and post implementation support
* Handling production support activities
* Attending calls with Business Stakeholders and clients for the project requirement discussion, demo of the work items etc.
* Followed Agile methodology for application development and testing. Attended daily stand-up calls, sprint planning and sprint retro meetings with clients.
* Performed SIT and UAT testing for the applications
* Created template for the test strategy, test plan, test cases, defect report.
* Defect Managing using HP Quality Centre (ALM)
* Involved in internal activity (IQA, EQA, Final Inspection). Present monthly project metrics data report to management.
* Training and guiding new resources for the team.

**Environment and Tools:** ASP.NET, C#, RedTitan, Service Now, ALM, JIRA, Confluence, MS Office, MS Visio

**Role: Production Support Engineer (Tata Consultancy Services) Date: Jul 2017 to Jun 2018**

**Client:** **Lloyds Banking Group (LBG), UK**

**Domain: Banking and Financial Services (BFS)**

**Project Description:** Worked in production support for the web-based application designed using .NET technologies. It is used to cater banking needs of corporate in UK. Total value of 40 million pounds worth of transactions is done through application every month.

**Responsibilities:**

* Providing permanent resolutions to issues after doing thorough analysis and investigation.
* Analyze the incident and identify root causes of technical issues in production
* Generation of monthly reports and managing incidents, problem records and change records.
* Catering to all application related business requests.
* Creating knowledge sharing document for the problem records.
* Design and develop solutions to fix identified problems
* Engage in internal issues review and client calls
* Assist in support hours of operation and off hour production emergencies.
* Involved in internal activity (IQA, EQA, Final Inspection, Monthly Project Metrics Submission)

**Environment and Tools:** .NET, C#, SQL, Service Now, BMC Remedy, MS Office

**Role: System Engineer (Tata Consultancy Services) Date: Oct 2015 to Jun 2017**

**Client: Lloyds Banking Group (LBG), UK**

**Domain: Banking and Financial Services (BFS)**

**Project Description:** Developed various legacy motor finance web applications. It is used to cater motor finance needs of individuals/corporate in UK. The applications were developed using .NET, C#, SQL, HTML, CSS.

**Responsibilities:**

* Worked with business stakeholders during requirement gathering and analysis.
* Developed the code in line with the business standards and performed unit testing.
* Participated in UAT testing along with team members and handled UAT defects and changes.
* Closely worked withQA and Release Management teams to ensure automated test efforts are tightly integrated with the build system and in fixing the error while doing the deployment and building.
* Involved in internal activity (IQA, EQA, Final Inspection, Monthly Project Metrics Submission)

**Environment and Tools:** ASP .NET, C#, SQL, Visual Studio, TFS, HTML, CSS, MS Visio

**Role: Assistant System Engineer Trainee**

**Tata Consultancy Services, Karapakkam Date: Jul 2015 to Sep 2015**

**Project Description:** Worked as a trainee at Tata Consultancy Services andlearnt various aspects of software development life cycle and work etiquettes. Actively participated in learning and development activities across multiple projects and assisted team members in every possible way.

**Responsibilities:**

* Attended training courses to build understanding of business processes, .NET technology and industry.
* Learnt the .NET, MVC technologies through online and offline sources.
* Received training on email etiquettes and corporate work culture.
* Developed webforms and styling for web application projects.
* Performed POC on web application using .NET technology (C#, MVC, SQL, HTML and CSS).
* Performed manual testing on the test cases given by team leads.

**Environment and Tools:** ASP .NET, C#, SQL, HTML, CSS, MS Office

**Educational Background:**

* Master of Science (Computer Science) , University of Illinois Springfield (Aug 2022 – Dec 2023), GPA – 4
* Bachelor of Technology (Computer Science), Gurunanak Institute of Technology, India (Jun 2011 – May 2015) GPA – 3.93.

**Certifications:**

* UiPath Automation Developer Professional
* UiPath Automation Business Analyst
* AZ-900: Microsoft Azure Fundamentals

**Additional Information:**

* Received ‘On The Spot Award’ for taking up the new role as Tester in addition to the development activity. Also, learnt the testing process in short period of time and able to deliver projects on time with high quality. And worked on multiple projects in parallel understanding the priorities and a complete team player.
* Received ‘On The Spot Award’ for developing a scan utility to automate the manual scanning of the documents which took 48 hours usually.
* Received ‘On The Spot Award’ for sincerity and dedication towards work and extending support out of office hours to meet the demanding deliverables.
* Received ‘On The Spot Award’ for providing extended support to deliver the project on time with high quality which has been much appreciated by Client Manager.
* Received ‘On The Spot Award’ for volunteering during TCS Be Fit and Sound Run program, TCS Fit4Life Milestone challenge.
* Received ‘On The Spot Team Award’ for picking the project assigned by business at the last minute before the UAT cycle and deliver it on time understanding the criticalness of the deliverable. The work has been appreciated by the clients (Product Owner and Senior SME).
* Received ‘Best Team Award’ for delivering 5 Major Projects, 26 small changes within 1 year without any defects.
* Received ‘Service & Commitment Award’ for successfully delivering critical projects.