**VENKAT KUSUMA**

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**Summary:**

* 9+ Years total proven experience and successful record in IT Development, Platform management, Robotic Process Automation Design, Process re-engineering and Development.
* Strong expertise in handling cross-functional responsibilities, Program governance, Project Methodologies, Project Delivery, and extensive experience in working closely with clients. Experience in management of requirements & streamline processes
* Experienced in understanding workflow-based logic and ability to both understand a current state of the business process from a workflow diagram, and conceptualize future state of that workflow in an automated solution.
* Manage projects End-to-End that are strategic, involving cross teams and stakeholders while being able to Identify bottlenecks in business processes.
* Experience working cross-functionally to consult, design, develop, and support solutions using a variety of technologies tool of RPA.
* Strong analytical, problem-solving, and organizational skills. Ability to handle multiple tasks and assignments concurrently in cross-functional teams and a flexible team player able to communicate with all levels of personnel.
* Expert in Agile Software Development, Handle multiple projects.
* Expert in Developing SOA Design and Development.
* Excellent programming skills inAutomation anywhere (v11 & A360), VBScript and SQL.
* Have extensive business understanding of the process to implement automation of manual process.
* Provided Technical support for production environments resolving the issues.
* Expert in Continuous Build and integration.
* Provided Technical/functional support for production issues by analyzing the defects, interacting with design/business team to provide the exact solution for the defects.

**Education/Certification:**

* M.C.A (Master of Computer Application) From Jawaharlal Nehru Technological University – *Hyderabad*
* Certified in Master Automation Anywhere Professional v10 & v11
* Certified in Advanced Automation Anywhere Professional (A360)

**Technical Summary:**

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| **Languages** | VBScript, Basic HTML, C#.NET  |
| **Databases / OS:** | SQL, Oracle-10g,11i, SSMS, MS Access DB / Windows 2000, Windows9x |
| **ERP (Modules / Tools)** | SAP, Oracle  |
| **RPA Tools** | Automation Anywhere (V10, V11/MetaBot, A360 Control Room), UiPath, Blue Prism |

**Professional Experience:**

1. **Invoice Allocation - Large Enterprises health care system**

**Client :** **Large Enterprises health care system**

**Duration :** June 2022 – still

**Environment :** Automation anywhere, A360 Control room, VB Script, Database, Excel, SAP, Outlook.

**Role :** RPA Developer

**Description :** Invoice allocation process is to extract the invoices list from SAP application using workplace T-Code and save it in Excel file. Business team will provide Dependency files like previous day workplace file and previous day productivity tracker file. Bot will allocate the New inflow invoices to the Agents equally.

**Responsibilities:**

* My development starts by reviewing & Understand the BRD/FDD/VDD/PDD and Prepare the flow chart for TO-BE process.
* Design a step-by-step document based on my development phase.
* POCs, Detailed feasibility to find out where the development phase is not applicable.
* Start the development process and integrate the workflows as per the queue.
* System integration testing (SIT) and End-to-End manual testing developed workflow.
* Deployment into production Virtual machines and Dry run in multiple VDIs.
* Work on E2E deliverables for including development.
* Once the SDD is prepared and reviewed – I will initiate the approvals from concern teams
* While I am preparing for development design, I will provide the estimation for development for complete bot along with SIT, UT and UAT.
* Prepare the environment for development with all test requirement to proceed (Access/Test Data/Functional requirements).
* Delivering the UT (Unit Testing), UAT (User acceptance test) and SIT implementation document which involves every test scenario for future references where the team can evaluate the process functionality by bot/Automation
* Start the development and finish the same in provided/estimated timelines, including the Unit testing for the code and proceed with UAT.
* My current responsibility in delivering the weekly based project build status in form of a demo to the business. Sessions Involved in forecasting the end-to-end task Bot development functionality for the complete automation process.
* After Perform the complete UAT (User acceptance test) with help of business to check all the required scenarios for go-ahead with developed bot.
* Production readiness before code deployment for seamless executions. Once I receive the sign-off from Operation/Business I will proceed with code deployment in Production and Maintain the bot performance in hyper Care for the handover to support for the daily/weekly/monthly executions based on process.
* Responsible for showcasing the project completion status to leadership and stakeholders by conducting weekly scrum calls.
* Giving the continues support to the bot
1. **Collection Flu**

**Client :** **Large Enterprises health care system**

**Duration :** Feb 2020 – May 2022

**Environment :** Automation anywhere, A360 Control room, VB Script, Database, Excel, Web Applications, Emdeon, Pars, WEBSDL, UHC, Outlook.

**Role :** RPA Developer

**Description :** Source file will be one file that includes all plan ID’s. Solutions starts with first checking whether the claims is billed to plan or not in PARS and check for the valid claim in WEBSDL, then will check whether the claim is “Accepted” or “Payer Rejected” in “Emdeon” Application. But will then check whether a reject or denial is received from the plan if the claim was successfully billed in the Payer website and capture response codes. If Payment processed capture the check issue date and update in the defined standard excel spread sheet.

**Responsibilities:**

* starts by reviewing & Understand the PDD and Prepare the flow chart for TO-BE process.
* Design a step-by-step document based on my development phase.
* System integration testing (SIT) and End-to-End manual testing developed workflow.
* Deployment into production Virtual machines and Dry run in multiple VDIs.
* Work on E2E deliverables for including development.
* Once the SDD is prepared and reviewed – I will initiate the approvals from concern teams
* While I am preparing for development design, I will provide the estimation for development for complete bot along with SIT, UT and UAT.
* Prepare the environment for development with all test requirement to proceed (Access/Test Data/Functional requirements).
* Delivering the UT (Unit Testing), UAT (User acceptance test) and SIT implementation document which involves every test scenario for future references where the team can evaluate the process functionality by bot/Automation
* Start the development and finish the same in provided/estimated timelines, including the Unit testing for the code and proceed with UAT.
* My current responsibility in delivering the weekly based project build status in form of a demo to the business. Sessions Involved in forecasting the end-to-end task Bot development functionality for the complete automation process.
* After Perform the complete UAT (User acceptance test) with help of business to check all the required scenarios for go-ahead with developed bot.
* Production readiness before code deployment for seamless executions. Once I receive the sign-off from Operation/Business I will proceed with code deployment in Production and Maintain the bot performance in hyper Care for the handover to support for the daily/weekly/monthly executions based on process.
* Responsible for showcasing the project completion status to leadership and stakeholders by conducting weekly scrum calls.
1. **Workbench Error Handler**

**Client :** **GSK**

**Duration :** Sept 2017 – Dec 2019

**Environment :** Automation anywhere, MetaBot, VB Script, Database, Excel, Web Applications, Remedy, SAP, Outlook, PDF, Share drive.

**Role :** RPA Developer

**Description :** Workbench Error handler receive the input data from the SAP of open error items to check and validate the TP\_Logs on the specific Error. There are three types of errors are provided in the input file which were downloaded. Once we complete the manipulations based on the error types, we need to send out the mail with mentioned format to specified GMB and there we will be few portions where the bot can resolve the issues without sending the mail.

Handled Error Types are:

1. Accounting Error

2. ZRD8/ZRD9 Error

3. High Value Error

**Responsibilities:**

* starts by reviewing & Understand the PDD and Prepare the flow chart for TO-BE process.
* Design a step-by-step document based on my development phase.
* System integration testing (SIT) and End-to-End manual testing developed workflow.
* Deployment into production Virtual machines and Dry run in multiple VDIs.
* Work on E2E deliverables for including development.
* Once the SDD is prepared and reviewed – I will initiate the approvals from concern teams
* While I am preparing for development design, I will provide the estimation for development for complete bot along with SIT, UT and UAT.
* Prepare the environment for development with all test requirement to proceed (Access/Test Data/Functional requirements).
* Delivering the UT (Unit Testing), UAT (User acceptance test) and SIT implementation document which involves every test scenario for future references where the team can evaluate the process functionality by bot/Automation
* Start the development and finish the same in provided/estimated timelines, including the Unit testing for the code and proceed with UAT.
* Will move the code in to prod to raise the JIRA Ticket for code promotion
* Once code promotion is completed, will do the hyper care in prod data
1. **Account Statement E-Invoice**

**Client :** **TD Bank**
**Duration :** Jan 2016 – Aug 2017
**Environment :** Automation anywhere, VB Script, Database, Excel, SAP, Outlook, Share drive

**Role :** RPA Developer

**Description :** Customer statement process is designed to provide customer with timely information of the status of the customers account in TD Bank and encourage the customer to pay on time. Thus, reducing efforts required on the dunning and credit control process. This process extracts the account statement and invoices for each customer account and send it to customer via email on monthly frequency.

**Responsibilities:**

* Design a step-by-step document based on my development phase.
* System integration testing (SIT) and End-to-End manual testing developed workflow.
* Deployment into production Virtual machines and Dry run in multiple VDIs.
* Work on E2E deliverables for including development.
* Once the SDD is prepared and reviewed – I will initiate the approvals from concern teams
* While I am preparing for development design, I will provide the estimation for development for complete bot along with SIT, UT and UAT.
* Prepare the environment for development with all test requirement to proceed (Access/Test Data/Functional requirements).
* Delivering the UT (Unit Testing), UAT (User acceptance test) and SIT implementation document which involves every test scenario for future references where the team can evaluate the process functionality by bot/Automation
* Start the development and finish the same in provided/estimated timelines, including the Unit testing for the code and proceed with UAT.

**5. Enrich and Enter**
**Client :** **GSK**
**Duration :** April 2014 – Dec 2016
**Environment :** Automation anywhere, VB Script, Database, Excel, SAP, Outlook, Share drive

**Role :** RPA Developer.

**Description :** Based on the provided Source file in share drive bot will extract all the Details from SAP and if extracted successfully enrich is completed if not Bot wrote it failed in Source file Status. Enrich is pass next bot will trigger for enter, this work on the entering the details and post the data in sap application.

**Responsibilities:**

* Design a step-by-step document based on my development phase.
* System integration testing (SIT) and End-to-End manual testing developed workflow.
* Deployment into production Virtual machines and Dry run in multiple VDIs.
* Work on E2E deliverables for including development.
* Once the SDD is prepared and reviewed – I will initiate the approvals from concern teams
* While I am preparing for development design, I will provide the estimation for development for complete bot along with SIT, UT and UAT.
* Prepare the environment for development with all test requirement to proceed (Access/Test Data/Functional requirements).
* Delivering the UT (Unit Testing), UAT (User acceptance test) and SIT implementation document which involves every test scenario for future references where the team can evaluate the process functionality by bot/Automation
* Start the development and finish the same in provided/estimated timelines, including the Unit testing for the code and proceed with UAT.