

Dileep Sagar Betha

RPA DEVELOPER

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CAREER SUMMARY

Results-driven, quality-focused leader with 13+ years of experience in Software Engineering, specializing in Robotic Process Automation, Quality Assurance, Project Management, and corporate finance applications. Currently serving as an RPA Technical Architect/Manager at Capgemini, with expertise in designing business-specific RPA solutions, estimating ROI, and overseeing bot development and deployment using UiPath. Possesses advanced RPA certifications in both platforms and a proven track record of successful project deliveries utilizing Agile and Waterfall methodologies, consistently contributing to business growth and software engineering excellence. Committed to staying up-to-date on the latest methodologies and practices to provide outstanding service.

CORE COMPETENCIES

- UiPath
- Project Leadership & Management
- Stakeholder Relations & Management
- Software Development Life Cycle
- Robotic Process Automation
- UiPath Test Suite
- Document Understanding
- OCR
- Automation Anywhere
- Quality Assurance
- Estimation & ROI Analysis
- Data Services

EMPLOYMENT HISTORY

RPA Developer/Technical Architect/Manager | Capgemini | Oct. 2021 – Jan 2024

Robotic Process Automation Developer | Tata Consultancy Services | March 2010 – Oct. 2021

IN RPA

RPA Expertise: Recognized for multiple certifications specialized in RPA including Automation Anywhere Certified Advanced and Master RPA Professional and being UiPath Certified.

RPA Implementations: Kick started large-scale RPA deliveries in a corporate setting via cross functional collaboration with multiple stakeholders.

Regulatory Compliance: Adhered to stringent clientele requirements to drive compliance across all business procedures to meet international standards while coordinating and communicating changes or moves in production to ensure several functions continue as scheduled.

Bot Development: Experienced in designing and delivering bots for compliance, workflow, and application integration to drive organizational success.

Technical Expertise: Aligned business requirements with production support via extensive knowledge of bot development and maintenance to drive estimations in business processes.

Delivery Orientation

Establish Requirements: Well-versed in understanding every project's requirement to gather details, documents, and relevant solutions to enhance business results.

Process Management: Expertise in creating Technical Design Documents (TDD) and Standard Operating Procedure (SOP) documents for organizational development.

Business Consulting: Known for fostering strong business relationships via client interactions focused on BA discussions for a positive brand image.

Team Development: Led team interaction on effort, design, development & deployment to achieve objectives within tight deadlines.

Software Expertise: Adept in Quality Analysis with a strong background in Software Development Life Cycle (SDLC) Software Testing Life Cycle (STLC) that proliferates business success.

Project Management: Versatile in both Agile and Waterfall methodologies to deliver operational excellence in all projects that delivers within tight deadlines and budgets.

- Achieved UiPath Advanced RPA Professional certification, along with Automation Anywhere Advanced and Master RPA Professional certification, showcasing expertise in robotic process automation.
- Gained proficiency in Property and Liability insurance principles, Personal and Commercial insurance through certification from the American Institute for Chartered Property Casualty Underwriters (AICPCU), and earned certification in FLMI Level 1 insurance fundamentals.
- Successfully completed TCS Business Domain Academy's General insurance and Life Insurance analyst certification, enhancing domain knowledge.
- Authored and presented study documents on "Proactive Strategies in the Insurance Industry" and "Fraud Prevention in Insurance Industry" within the current organization.
- Actively participated in Domain Focusing Group (DFG) sessions, delivering a presentation on "Insurance in the Digital World," highlighting industry insight.
- Obtained ISTQB-ISEB certification as a Certified Tester, demonstrating proficiency in software testing.
- Demonstrated strong expertise in analyzing requirements aligned with business needs, ensuring effective project execution.
- Proficient in utilizing various tools, including Workday, Concur, OFAC, Taxport, HP Quality Center, HP Quick Test Professional, JIRA, and Bugzilla, to support project and quality management.

NOTABLE PROJECTS

Project #1

Project: Fluke

Customer: Fortive

Period: March 2023 to Current

Role: RPA Solution Architect/ Technical Manager

Tool(s): UiPath,

- Designing & Implementing use cases which includes Document Understanding.
- Developing re-usable components and best coding standards for team.
- Creating and assigning user stories for team and monitoring the development progress.
- Spearheaded end-to-end RPA implementations and ensured the timely delivery of projects in accordance with Service Level Agreements (SLA).
- Creating test cases for workflows and integrating same to UiPath Test manager.
- Working with business to understand the business process and designed secure RPA solutions.

Project #2

Project: PSO

Customer: Clorox

Period: Oct. 2021 to Feb 2023

Role: RPA Technical Manager

Tool(s): UiPath

- Led team and acted as SME for RPA implementations to meet SLA deliverables and drive quality assurance and control.
- Optimized the interaction with all vertical towers to introduce RPA culture across the organization to drive profitable growth.
- Created the use cases pool to fully leverage RPA capabilities to showcase existing skills aligned with current resources.
- Liaised with process analysts while understanding use cases that are important to the corporation to act in the firm's best interests.
- Designed, developed, and delivered business tailored RPA solutions to resolve potential risks and problems.
- Ascertained business processes feasibility and ROI in ROA solutions with active engagement in Bot vision sessions to leverage RPA trends.
- Collaborated with RPA vendors to implement new capabilities that benefit them and the corporation significantly.

Project #3

Project: Automation Office

Customer: Humana

Period: June 2020 to Oct. 2021

Role: RPA Technical Architect

Tool(s): UiPath

- Spearheaded end-to-end RPA implementations and ensured the timely delivery of projects in accordance with Service Level Agreements (SLA).
- Orchestrated the automation of SAP processes, optimizing efficiency and accuracy within the organization.

- Championed the adoption of RPA best practices, streamlining workflows and improving overall operational excellence.
- Established and maintained the infrastructure necessary for the deployment and upkeep of bots, guaranteeing the uninterrupted functionality of automation processes.
- Collaborated closely with business units to design and implement BOT farms, fostering cross-organizational usage and leveraging the full potential of RPA technology.
- Provided critical support to business teams in the ongoing maintenance and troubleshooting of bots, ensuring continuous productivity gains.
- Produced comprehensive metrics and reports, offering valuable insights and data-driven analysis to support decision-making and enhance RPA initiatives.

Project #4

Project: RPA

Customer: Moodys

Period: Jan. 2019 to May 2020

Role: Technical Architect

Tool(s): UiPath

- Collaborated with process analysts to thoroughly analyze and comprehend automation use cases, aligning automation initiatives with business objectives.
- Developed and implemented robotic process automation tasks using both UiPath and Automation Anywhere (AA), automating critical processes to enhance operational efficiency.
- Designed and created macros to preprocess and deliver clean data to robots, improving the accuracy and reliability of automated tasks.
- Established database connections to retrieve data and seamlessly integrated data processing tasks with Automation Anywhere, ensuring the seamless flow of information.
- Innovated by creating tools to address complex business requirements, optimizing automation solutions, and enhancing their adaptability.
- Oversaw and monitored robotic process tasks throughout the development and testing phases, ensuring the quality and reliability of automated processes.
- Proficiently debugged and resolved defects discovered during integration and user acceptance testing, maintaining the integrity of automation solutions.

Project #5

Project: AA Robotics

Customer: Transamerica

Period: Feb. 2016 to Jan 2019

Role: RPA Engineer

Tool(s): UiPath

- Successfully automated the insurance policy data retrieval and reporting process for Transamerica by developing and implementing a custom Automation Anywhere (AA) solution, reducing manual effort and potential errors.
- Integrated email communication into the RPA workflow, allowing the bot to autonomously read incoming emails, extract critical insurance policy numbers, and initiate the data retrieval process.
- Utilized Automation Anywhere (AA) to automate the login and execution of 14 AQT database queries, ensuring consistent and accurate data retrieval for the specified insurance policies.
- Implemented a robust data export mechanism to efficiently capture and organize the query results, enhancing data processing speed and report accuracy.
- Designed and configured the bot to consolidate and format the retrieved data into a professional and user-friendly Excel report, automating the final report generation and email distribution to business users, significantly improving operational efficiency.

Project #6

Project: Workday Global Implementation

Customer: Transamerica

Period: July 2014 to Jan 2016

Role: Workday Integration & Reporting Consultant

Tool(s): Workday

- Led the development of critical inbound and outbound integrations, ensuring seamless data flow between Workday and external systems at Transamerica, contributing to a successful global Workday implementation.
- Played a central role in the creation and customization of reports, aligning them with specific business requirements and providing valuable insights into HR data for informed decision-making.
- Spearheaded the design and creation of HR reports on an as-needed basis, delivering comprehensive and timely information to support various organizational functions.
- Demonstrated expertise in Workday by developing and implementing calculated fields, optimizing data analysis, and reporting capabilities to meet evolving business needs.
- Actively engaged in the end-to-end development lifecycle, including coding, testing, documentation, and maintenance support, ensuring the reliability and performance of customized Workday solutions.
- Collaborated closely with clients, participating in Workday module reviews, requirement gathering sessions, development walkthroughs, and user acceptance testing, enhancing communication and aligning solutions with business objectives.
- Conducted thorough data validation by executing Workday integrations and analyzing XML outputs, guaranteeing data accuracy and consistency across the platform, while also ensuring that all integrations remained compatible with Workday updates.

Project #7

Project: Corporate Financial & Legal Application Support

Customer: Transamerica

Period: July 2013 to June 2014

Role: Business Analyst

Tool(s): Taxport, Concur

- Efficiently generated and distributed critical reports from corporate financial applications, enabling data-driven decision-making and enhancing financial transparency.
- Provided essential support during quarter-end and year-end activities, ensuring the smooth operation of corporate applications, and maintaining data accuracy during crucial reporting periods.
- Developed a RACI (Responsible, Accountable, Consulted, and Informed) matrix for corporate applications, clarifying roles and responsibilities and streamlining workflow processes.
- Implemented process improvements and workflows within corporate applications, enhancing operational efficiency and optimizing the user experience.
- Actively engaged in stakeholder discussions to gather business requirements and subsequently created comprehensive business requirement documents, aligning technology solutions with organizational needs.
- Proficiently worked on corporate application databases as requested, demonstrating a strong technical aptitude, and contributing to data management efforts.
- Designed and implemented macros using VB script, serving as templates for corporate application tasks and automating routine processes, ultimately increasing productivity. Coordinated effectively with support teams to ensure timely incident resolution and ticket management.

EDUCATION

Bachelor of Engineering | Concentration on Electronics and Communication Engineering

Sir CRR College of Engineering

CERTIFICATIONS

- ◆ UiPath Certified Advanced RPA Professional
- ◆ Automation Anywhere Certified Advanced and Master RPA Professional
- ◆ ISTQB-ISEB Certified Tester, International Software Testing Qualifications Board

Languages: English (fluent), Hindi (fluent), Telugu (fluent)