**Experience Summary**

* Around 18 years of IT experience in Software Development, Maintenance, Support and Implementation for global enterprise customers and Government Agencies.
* 15 years of experience working with **Desktop, Web, Legacy, ERP, CRM** and **Cloud** applications.
* 10 years of experience in implementing Digital Transformation solutions and business process automations.
* 5 years of experience in Designing, Developing, Architecting and Implementing, planning, proto-typing of RPA solutions to automate repetitive and manual business processes using **Robotic Process Automation (RPA)** tools **Automation Anywhere, UiPath** and **Kofax RPA (Kapow).**
* Experience in Installing and configuring **Automation Anywhere/Control Room** and **UiPath Studio/Orchestrator in** DEV, QA and PROD environments.
* Experience in transformaing unstructured data to structured data(XLSX,CSV) using **Web Scraping/Data Scraping**. Extracted the data from various sources such as **Web, PDF, Images and Green Sreen interfaces.**
* Experience in integrating RPA Tool with **Web, Desktop, Legacy, SAP, ERP, Mainframe, CITRIX** and **Terminal** basedapplication to automate processes.
* 2 years of **Robotic CoE** (Center of Excellence) Experience to Identify opportunity, Measure Success, Establish Systems and Infrastructure, Building adoption Strategy, Setup Governance for existing and new processes.
* Experience in reviewing existing systems and business processes and capturing As-is business processes and creating **Process Definition documents (PDD)** and **Solution Design Documents (SDD)** and **Operational Impact Documents (OID).**
* Experience in automating data extraction and validation from Images and PDF documents using OCR/ICR technologies using **Kofax OCR Suites, Abbyy OCR and Google OCR.**
* Experience in developing and implementing **attended** and **unattended** bots using RPA tools
* Experience in developing and implementing Intelligent Process Automation leveraging cognitive services such as **GenAI**, **ML, AI, OCR, NLP and Computer Vision** etc.,

**Robotics CoE Experience**

* Evaluating multiple RPA products and recommending suitable products
* Identifying and prioritizing business processes for robotic automation
* Creating PoC and Demos with stakeholders
* Collaborating with various departs ITS, Security, Infrastructure and Compliance and Security for bot implementations
* Developing RPA frameworks and best practices
* Measuring RPA success after the implementation.

**Languages/ Operating Systems/ Databases/ Software**

|  |  |
| --- | --- |
| RPA Tools | Automation Anywhere 11.3.x, Control room, A2019 & 360, UiPath Studio 2023.x, UiPath Orchestrator 2023.x, Kofax Kapow Studio and Management Console |
|  |  |
| ECM Tools | Documentum, IBM Content Manager, FileNet Content Manager/Panagon Image Services and SharePoint & OnBase. |
| WEB Technology | Python, .NET, C#, VB.NET |
| Scripting | Shell Scripting, VB Script and Java Script |
| RDBMS | IBM-DB2 UDB 7.2 & 8.2, ORACLE , MS-SQL Server, TERA DATA, MS-Access and SQL\*Loader |
| Cloud | Amazon AWS EC2, EFS, S3, GLACIER, Microsoft Azure |
| Others | Mainframe, SAP, Sharepoint |

**Certifications**

* Kofax Capture 10 (OCR)
* UiPath Advance Developer (RPA)
* UiPath Solution Architect (RPA)

**Project Experience**

**Charter Communication (SPECTRUM) Jan 2022 to Present**

**RPA Solution Architect/Administrator (UiPath 2023.x)**

**Environment:** UiPath Studio 2023.x, StudioX 2023.x, Task Capture, Task Mining, Integration Services, Orchestrator, Document Understanding, Computer Vision, OCR, Sales Force, Power shell scripts, Sharepoint, SAP, Azure, AWS, Avaya, AgentOS, GenAI (OpenAI) and OCR.

**Responsibilites**

* Involved all phases of Bot development life cycle such as **Disvoery, Solution Design, Development and Support and Hyercare** etc.,
* Managed RPA infrastructure and supporting 100+ bots (both **Attended** and **Unattended**)
* Hands on experience in administration activities on **UiPath Orchestrator** such as managing **Machines, Robots, Users, Roles and License allocation** and **configurations.**
* Hands-on experience in Bot migration from on-premise to **UiPath Cloud** platform
* Migrated Bots from **Calssic Folder** to **Moder Folder**
* Design, develop and archtecturing simple, mdium and complex Bots using **UiPath Studio/Orchestrator**
* Hands on experience with **Uipath Inisght Reproting** and developed various BOT RoI and Analytics reports.
* Created **PDD**, **SDD** and **Runbook** for various business processes
* Trained business users for **Citizent Developent** program.
* Involved in setting up **RPA** **CoE**.
* Data **extraction** and text **Redaction** of scanned PDF documents using OCR
* Hands on experience with **GenAI** technology. Used **Uipath Integration Services** to connect both Open AI and Azure AI.
* App registration and other configuration performed for Dockers, Containers and Web Apps in **Azure**
* Implemented **Translator**, **Blob Storage, Container**  services from **Azure.**
* Involved various **Solution Design, Code Review** and building re-usable components
* Developed Intelligent Bots by leveraging **Computer Vision, Document Understanding and AI Center** etc.,

**Projects**

* SAP PO Download automation
* Call Center Billing Process Automation
* AgentOS Address Match Verification
* Avaya Health Check Automation

**Beaumonth Hospitals, MI Jan 2021 to Dec 2021**

**RPA Solution Architect (Automation 360)**

**Environment:** A2019, Automation 360 Control Room, IQ Bot, Discovery Bot, Citrix Apps, Sharepoint, Service Now, Abby OCR.

**RPA Projects**

* **EPIC** Data Migration Autoamtion
* **Provider** CredentialingAutomation

**Responsibilites**

* Setting up RPA CoE
* Install , Configure and Maintain Automation 350 and Control Room for DEVm UAT and PRD.
* Asses, Design and Architect various business process which are candidate for automations
* Create and maintain RPA artifacts such as SDD, PDD and Runbook etc.
* Controlroom Adminstartion (Deploying & Monitoring BOTs), Setting up Machines and oboarding users etc.,
* Lead RPA Developers
* Collobrate with SMEs and gater business case and work with RPA developer to deliver automation.

**AmeriGas, King Of Prussia, PA Dec 2019 to Dec 2020**

**IPA/RPA Solution Architect (UiPath 2019.x & 2020.x)**

**Environment:** Uipath Studio 2019.10.3/2020.4 , Orchestrator 2020.x, SAP ECC & GRC, SAP Ariba, SAP Fiori, SharePoint, Service Now, Abby OCR, Citrix, Visual Studio 2017, C#.NET, SQL Server.

**RPA Projects** (SAP ECC, Ariba, Fiori & ServiceNow)

* Dispute/Rebill Automation
* Credit Memo Automation
* Invoice and PO Processing Automation
* New Customer and Existing Customer Maintenance Automation
* Terminal Pricing Automation

**Responsibilities**

* Educated business users/managers on the Robotic Process Automation (RPA) software and partner with them to design automation solutions.
* Created functional specifications (**PDD** and **SDD**) and move a design solution through the software development lifecycle to implementation
* Independently developed automation solutions and strategies based on the analysis of customer business goals, objectives, and needs
* Interacted with Stakeholders, SME to collect existing process and assessed the feasibility of automation.
* Involved end-to-end development and implementation of automation solution.
* Integrated **Abbyy OCR** with **UiPath Studio** for **Invoice** **Header** and **Line** **Item** data exraction.
* Extracted data from **PDF**, **SAP Screens** and **Web portals** using UiPath **Web Scraping** and **Screen Scraping** technique, Loaded data into MS SQL Server database.
* Installed, configured **UiPath Studio** and **Orchestrator**. Involed in adminstration of Orchestrator such as creating **User, Roles, Jobs, Schedules and provisioning Bot Machines etc.,**
* Woked wth Security to onboard **User Accounts** in HR Portal (People Connect/WorkDay) and **Active Directory**.
* Integrated **UiPath Studio** with **TFS Version** Contorl to manage code.
* Used **Compuer Vision** activities to automate applications hosted in **Citrix** environment.

**Zoetis Inc , Parsippany, NJ Mar 2019 to Oct 2019**

**RPA Technical Lead/Solution Architect (Automation Anywhere 11.x)**

**Environment:**  Automation Anywhere 11.3.x, SAP GUI, SharePoint, Sail Point, Oracle Hyperion Financial Management (HFM), Workday, Outlook, Excel, Send Word and Citrix, Visual Studio 2017, C#.NET, SQL Server.

**RPA Solutions/Projects**

* SAP SOX Compliance Report Automation
* Oracle HFM Report Reconcilation Automation
* Quarantined Email Automation
* UC4 Critical Alert Automation

**Responsibilities**

**Robotics – Center of Excellence (COE) Role**

* Involved in the existing process assessments, identifying opportunities, prioritizing and planning to implement RPA solution.
* Involved in Identifying and interacting with key **Stakeholders**, **SME**/**Process Owners** for buy-in and requirement gathering.
* Involved in assessing technical feasibility, scalability, operational integration (Security, Risk, Compliance etc.) and infrastructure needs.
* Created best practices for Bot Implementation.

**Administration Role**

* Closely worked with the Infrastructure team for Installing and configuring **Automation Anywhere Control Room 10.3.x** and **11.3.x in** multiple environments (DEV, QA and PROD)
* Deployed, Scheduled and Monitored the bot in administration Control room.
* Closely worked with **Identity Access Managements (IAM)** team to enable Single Singn on (SSO) for SharePoint, SAP and SailPoint applications
* Creating **Users, Roles** and **Credentials** from Control room.

**Design, Architecture and Development Role**

* Involved in end-to-end of Bot Development and implementation process **(Process Assessment, Solution Design, Implementation, Testing and Go-Live and constant Improvement)**
* Gathered high-level business process details and data from process owners and prepared Process Definition Document (PDD) and Solution Design Document (SDD) and Operation Impact Document (OID).
* Designed, Developed **Taskbots** and **Metabots** AA Client/Designer and deployed in AA Control Room.
* Extracted unstructured data from varuoius web portals and converted them into strucrured excel, CSV formtats using **Web Scraping**.
* Hands on experience creating C#.Net components and creating DLLs and utilizing them from Metabots.
* Experience in integrating AA with SAP and Oracle HFM for various report extraction and reconcilation of reports.
* Created reusable components in C#.NET and utilized across various RPA projects.
* Worked with the testing team to validate and test various test cases and scenarios.
* Coordinate with QA and UAT team to obtain Sign-off before Go-Live.
* Managed offshore resources for multiple Bot development and implementation and testing attended and unattended bots.
* Involved in post production RPA solution
  + Performance Assessment - Monitored the performance of the process and measuring RPA success.
  + Managing Change requests – Managed all the changes and new request

**Mitsubishi UFJ Financial Group (MUFG) / Bank of Tokyo Edison NJ Sep 2017 to Dec 2018**

**RPA Technical Lead**

**Environment:**  **KAPOW 9 & 10 ,UiPath Studio, UiPath Orchestrator**, MS SQL Server, Windows 2012 Server, Oracle, Mainframe, JavaScript, HTML5, CSS3, C#.NET and Web services.

**RPA Solutions/Projects**

* Client Setup & onboarding
* Diligence - Validation and verification (KYC Automation)
* Compliance Reporting Automation (Regulatory & Compliance)
* SAP Report Reconciliation Automation (Finance)
* Tax QC process automation for W8 forms (Tax)
* Fraud Deduction and Alert (AML Automation)

**Responsibilities**

**UiPath Administration/Support**

* Setting up RPA environments in DEV, QA and PROD.
* Installation of UiPath Studio on client PCs and Orchestrators on the Windows server
* Coordinating with Identify and Access Management to enable Single-Sign On
* Managing and Monitoring and Scheduling robots on Orchestrator
* Setting up roles and access controls

**Robotic Process Automation (RPA)** with **KAPOW & UiPath**

* Planning, estimating, prototyping of bots to automate repeatable, manual and labor time-consuming processes.
* Identifying opportunities for improvement in existing process and automate the process using RPA software
* Designed and developed robots for automating various Regulatory and Compliance Reports using UiPath Studio.
* Designed and Implemented Anti-Money Laundering (AML) process automation
* Integrated RPA Studio with various third-party applications such as Kofax KTM and FileNet and SharePoint and ServiceNow for various process automations.
* Extracted data from PDF, Websites and portals using **Web Scraping/Screen Scraping**.
* Automated various EXCEL based manual tasks such as Import and Export to Excel, Sorting, checking Duplicate entries and comparing values and identifying discrepancies etc.,
* Managed, Scheduled, Monitored and published robots from UiPath Orchestrator.
* Automated high-volume Data load processes between Flat files and Database tables.

**New Jersey Motor Vehicle Commission, Trenton, NJ, April 2017 to Aug 2017**

**Kofax/RPA Technical Lead/Administrator**

**Environment:** UiPath Studio, Orchestrator**,** Kofax TotalAgility (KTA) 7.x , Kofax Transformation (KTM) 5 & 6, Kofax Capture 9 and 10, KAPOW 9 & 10, MS SQL Server, Windows 2012 Server, Oracle, Mainframe, JavaScript, HTML5, CSS3, C#.NET and Web services.

**Responsibilities**

**UiPath RPA Development**

**Mainframe Automation**

* Extracted Motor Titles, Registration, License data from Green Screens (Mainframe) using UiPath Terminal Wizards, and automated various registration and license renewal processes.
* Exported license renewals and violations reports into CSV/XLSX file formats

**Web Automation**

* Automated data entry and extraction task on various internal and external web portals such as Passport Service portal, Social Security Server portal and Immigration portals using UiPath Screen Scrapping and Web recording tools

**Integration**

* Developed automation task calling REST Web Services that are hosted in BizTalk to validate and verify License and registration status, violations using UiPath WebAPI tool.

**Administration**

* Installed and configured UiPath Studio and Orchestrator in DEV, QA and PROD environments.
* Managed and supported 25 attended and un-attended bots.
* Created and managed user profiles and roles and devices (VDI/VM)

**KOFAX/KTM Administration**

* Installed, configured, upgraded and maintained Kofax Capture, Kofax TotalAgility (KTA), Kofax Transformation (KTM) and MS SQL Server database.
* Created various Batch Classes, Document Classes and Field Types in Kofax Capture Admin Module.
* Involved all kind of Administration activities such as Creating new User profiles, Batch class setup, onboarding new remote site and sync with central sites, monitoring Batch Manager etc.,
* Involved in setting up KCNS, KIC and Export connectors various integration with ECM tools such as FileNet and Sharepoint etc.,

**Kofax/KTM Design & Development**

* Extensively worked on KTA Workspace, KTA Designer modules such as Process Designer, Form Designer, Resources, Integration and Packages.
* Developed capture enabled BPM solutions using KTA and KTM products.
* Extensively worked on Extraction and Classification modules in KTM.
* Developed OCR/ICR solution to automate capture process from paper-based applications
* Developed various custom FORM types such as Create New Job, Scan Create New Job, Work Queue.
* Developed various custom web interfaces with rich UI using HTML5, CSS3 and JAVASCRIPT.
* Developed several Actions such as JavaScript, DB Query, .NET Method, Restful Service and Business Rules.
* Developed various Stored Procedures in SQL Server database and SOAP and RESTFul web services using C#.NET and consumed in KTA.
* Designed and developed various Dashboard Analytic Reports and audit reports using Kofax Insight.
* Designed and Implemented Robotic Process Automation (RPA) using KAPOW.
* Worked on KAPOW Design Studio and Management Console.
* Built automated workflows (robots) and published them using KAPPLETS end-user interface.
* Created KAPPZONE to manage various KAPPLETS user interfaces.
* Implemented Web scraping to avoid navigating multiple interfaces. Using Data scraping, automated, reading data from legacy system (Mainframe Screen) and copied to Web application to search and populate the data.
* Designed and implemented Signature capture and verification using Kofax FraudOne.
* Used FileNet as a repository and configured FileNet Export Connectors with KTM to release meta-data information along with scanned images.

**Client: ProSquare Software Systems Inc** PISCATAWAY, NJ

**Duration:** Feb ’2013 to March 2017

**Title:** Automation Manager

Worked as in depended I.T consultants and developed/executed various automation projects

* Invoice Processing Automation
* Data Extraction and Verification Automation
* Report Extraction and Delivery Automation
* Document Capture and Classification Automation
* Data import and export Automation
* Real-time Ad posting Filter Automation
* Social-media data scrapping Automation (LinedIn, Facebook, Instagram etc.,)

**Client: Morgan Stanley,** NEW YORK, USA

**Duration:** Jan ’10 to Jan 2013

**Title:** Kofax SME

**Client:** AmeriSoftPro Systems

**Duration:** Jan ’06 Dec 2009

**Title:** Kofax Consultant

**Client:** Mellon Bank, Jersey City, NJ

**Duration:** Jan ’05 – Dec ‘05

**Title:** Document Imaging Consultant/IBM DB2 Content Manage Consultant

**Client:**  DaimlerChrysler (DCX), Michigan, U.S.A

**Duration:** Jan’02 to Oct’ 04

**Title:** Imaging System Architect and IBM Content manager/Data Capture Consultant

**Client:** Blue Cross Blue Shield, Georgia, U.S.A

**Duration:** Jan-01 - Oct ‘01

**Project:** BCBS-HIPAA (EDI)

**Education**

* Masters in Applied Science from Bharathidasan University, 1998
* Bachelor of Science from Madras University, 1995