**Soundarya Namani**

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**PROFESSIONAL SUMMARY**

Results-driven Robotics Process Automation Developer with 8 years of IT experience, including 6 years specializing in RPA solutions. Expert in designing and implementing automated systems, focusing on process optimization and enhancing operational efficiency. Proficient in leading RPA tools such as UiPath and Microsoft Power Automate. Demonstrated ability to analyze business processes to identify automation opportunities, resulting in significant cost reductions and improved workflow efficiency. A collaborative team player with excellent problem-solving skills, committed to delivering high-quality automation solutions that align with business objectives. Adaptable to changing project needs and dedicated to continuous improvement with emerging technologies in the automation landscape.

**SKILLS**

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| --- | --- | --- |
| * UiPath | * Automation Anywhere | * VB.Net |
| * Power Automate | * Power Apps | * SQL |
| * Blue Prism * Azure DevOps * Java | * API Integration * Python * Power BI | * C# * Alteryx * Power Platform |

**WORK EXPERIENCE**

**PricewaterhouseCoopers Tampa, FL**

*Sr. Automation Engineer July 2019 – October 2024*

* Implemented comprehensive end-to-end RPA solutions using UiPath and Power Automate, successfully streamlining critical business processes and driving automation for both external clients and internal teams, resulting in enhanced efficiency and accuracy.
* Developed over 10 Unattended Server bots for Tax Engagements, leveraging multiple APIs to optimize tax document preparation and processing, with deployment on virtual machines that significantly improved operational efficiency and reduced errors.
* Analyzed and reengineered over 15 automation processes for a finance client, gathering requirements and creating technical documentation. Developed and deployed automations within their UiPath Orchestrator, while providing training and guidance on usage that led to a reduction of over 400 hours of manual work.
* Delivered production support during peak seasons and based on user feedback, enhanced existing automations to improve functionality, achieving a 40% increase in user adoption and utilization of automation solutions.
* Successfully led the migration of over 300 automations from UiPath to Power Automate, effectively managing an offshore team and providing stakeholder support for tool adoption. Spearheaded the deployment of migrated solutions to production (Digital Lab), resulting in widespread user acceptance and integration across the firm.

**Lincare Holdings Inc Clearwater, FL**

*RPA Developer February 2019 - June 2019*

* Developed and implemented RPA solutions in UiPath, automating business processes that improved operational efficiency by up to 30%, collaborated closely with stakeholders to create precise Process Definition Documents (PDDs) and Solution Design Documents (SDDs), ensuring robust, reliable automation.
* Analyzed and evaluated existing processes for RPA suitability, identifying automation opportunities that contributed to a 25% reduction in processing time and providing valuable insights for potential improvements, supported project planning by providing accurate time estimates for RPA development tasks, facilitating effective resource allocation.
* Designed and executed end-to-end testing of automation workflows across multiple platforms, including mainframe and Citrix applications, to ensure seamless integration with existing systems and to validate functionality.
* Leveraged UiPath Orchestrator for deployment, monitoring, and management of automation activities, optimizing resource utilization by strategically scheduling robot execution during non-peak hours and idle time periods.

**NCS Technologies Inc Houston, TX**

*RPA Consultant November 2018 – February 2019*

* Delivered RPA consulting services with a focus on developing automation strategies and solutions for diverse applications, resulting in the elimination of over 100 hours of repetitive work.
* Designed and implemented customized workflows and objects tailored to client specifications, significantly enhancing operational efficiency by streamlining data processing tasks through the development of high-performing bots.
* Managed end-to-end project delivery, ensuring timely completion and exceeding client expectations. Enhanced client satisfaction by providing RPA solutions that met their specific needs and requirements.
* Conducted thorough testing of implemented RPA solutions and minimized human error rates by developing robust error-handling mechanisms, ensuring flawless functionality, accuracy and optimal performance.

**IBM India Pvt. Ltd Hyderabad, India**

*Sr. Analyst November 2014 – May 2017*

* Provided comprehensive technical support and troubleshooting for a wide range of software and hardware issues. Diagnosed and resolved complex technical issues across various platforms, achieving a high first-contact resolution rate of 88% and minimizing user downtime.
* Collaborated with cross-functional teams to ensure seamless operations and enhance user satisfaction. Leveraged analytical skills to identify recurring problems and implement effective solutions, conducting root cause analyses that resulted in a 30% reduction in future occurrences.
* Analyzed support ticket data to identify trends and develop proactive strategies, leading to a 20% decrease in recurring issues and improved service delivery.
* Managed multiple concurrent support cases with precision and focus, resulting in a high rate of case closure within target timelines. Consistently met or exceeded performance metrics, contributing to overall team success.

**EDUCATION**

**Southern Arkansas University Magnolia, AR**

*Master of Science in Computer and Information Science Graduation Date: December 2020*

**Jawaharlal Nehru Technological University Hyderabad, India**

*Bachelor of Technology in Mechanical Engineering Graduation Date: May 2014*

**CERTIFICATIONS**

* UiPath Certified RPA Associate v1.0 (UiRPA)
* Microsoft Certified: Power Platform Fundamentals
* Certified Advanced Automation Professional by Automation Anywhere