**Sabapathy Sivarajan**

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**Professional Summary**

* Experience in software development of web application using various technologies such as C#, VB.NET, ASP.NET, MVC, Web Services.
* Experience in **Robotic Process Automation** using UiPath and OCR implementation using VIDADO.
* Experience in using Document Understanding, Object Repositories.
* Experience in database – Oracle & MS SQL Server.
* Involved in Application design, development and maintenance.
* Experience in various domains including Healthcare, Banking and Telecom.
* Strong analytical, design and troubleshooting skills. Involved in User Acceptance Test and Production support.
* Experience in configuration management, versioning, build and deployment using TFS, SVN, GIT and Jenkins
* Experience in bug tracking using systems like JIRA & Clear Quest.
* Through understanding and working experience in Waterfall and Agile methodologies. Involved in various phases such as Requirements, Analysis/Design, development and testing.
* Successfully managed complex projects with global implementation and rapidly evolving requirements.
* Experience in change management tools such as ServiceNow to create incidents and change requests to monitor and collaborate production issues.
* Implemented process automation in UiPath that calls REST API.

**PRIMARY TECHNICAL SKILLS**

RPA Tools: UiPath, Automation Anywhere, Document Understanding, Object Repositories

Databases: Oracle 9i, SQL Server 2012, Sybase

Languages: C#.net, MVC, C++, ASP.Net, VB.bet, PL/SQL

Tools: TOAD, PLSQL Developer, JIRA, Jenkins – Fusion, Clarity, Vidado

Build Tools Maven, Jenkins

Operating System Unix, Linux, Windows (98/XP/2000/7/8)

Version Control SubVersion, GIT, ClearCase, VSS.

Domain: Healthcare, Banking, Telecom

**CERTIFICATIONS**

* Automation Anywhere Certified Advanced RPA Professional
* Automation Anywhere Certified Master RPA Professional
* UiPath Certification
* Celonis Certification
* Oracle Database SQL 11g Fundamentals
* Sun Certified Java Professional 1.4

**WORK EXPERIENCE**

**iLink Solutions Dec 2023 – Till date**

**Lead RPA Developer – Jul 2023 – till date**

**Client; Federal Agency**

**Title: NEO Onboarding**

**Tools: UiPath, GSuite, Excel**

**Description:**

All new hires need to undergo new entrant orientation training and at the end of the training, they need to submit non-disclosure agreement and Privacy Rules of Behavior document through email. These documents are either digitally signed or signed and scanned image documents. NEO Onboarding process access inbox filters the email based on subject, downloads the document and validate Name, date and presence of signature in the document. In case of any missing mandatory fields an email will be sent to the participant asking them to resubmit the document. An consolidated report will be sent at the end of each run.

**Roles and Responsibilities:**

* Responsible for feasibility analysis and design of the solution.
* Responsible for the development and implementation of the process as per design.
* Handling UAT and sign-off from the client.
* Responsible for deployment of the code to production and maintenance.

**Title: User List**

**Tools: UiPath, GSuite, Excel**

**Client; Federal Agency**

**Description:**

This process generates the list of users who have been on-boarded to Non-prod and Prod orchestrator along with the last login time. As per the agency policy we need to disable access to orchestrator if the user is inactive for more than 60 days.

**Roles and Responsibilities:**

* Responsible for design of the solution.
* Responsible for the development and implementation of the process as per design.
* Handling UAT and sign-off from the client.
* Migration of the code to production and maintenance.

**Cognizant Technology Solutions US Corp Mar 2011 – Nov 2023**

**Lead RPA Developer – Jul 2022 - Nov 2023**

**Domain: Healthcare**

**Title: OptumCPI Adjustments**

**Tools: UiPath, Pega RPA, Oracle, Control-M, PLSQL, Rest API**

**Description:**

Purpose of this project is to automate the claims processing for the claim numbers in the daily audit determination file received from Optum for all active products and plans. The automation has capability to identify and route fallout to Manual processing Queue.

**Roles and Responsibilities:**

* Involved in Requirements gathering and Process documentation
* Responsible for the development and implementation of the process as per design.
* Use of Control M to schedule jobs.
* Assist in managing the robots, packages, machine utilization in Orchestrator.
* Efficiently handle monitoring and troubleshooting the UiPath environments through Orchestrator

**Title: Pharmacy lock-in. Jan 2022 - Jul 2022**

**Tool(s): Oracle, Teradata, Control M, REST API, UiPath, Microservices**

**Version Control: GIT**

**Description:**

Purpose of this process is to detect and prevent abuse of pharmacy benefit by restricting members to one specific pharmacy for defined period of time. Pharmacy lock-in process is implemented for Medicaid and Ambetter member.

**Roles and Responsibilities:**

* Responsible for the development and implementation as per technical design, coordinating with offshore team.
* Use of Control M to schedule MicroStrategy jobs for each state
* Assist in managing the robots, packages, machine utilization in Orchestrator
* Efficiently handle monitoring and troubleshooting the UiPath environments through Orchestrator.
* Audit process logs from the UiPath Orchestrator to resolve the production issues.

**Domain: Banking**

**Lead RPA Developer**

**Title: Credit Inquiry Jan 2020 - Jan 2022**

**Tools:** UiPath, VB scripts

**Description:** The purpose of the process is to check customers eligibility for Supplemental Security Income (SSI) benefits. The required Credit Inquiry account information of the customers will be updated to SSA/AVS which is used to check the eligibility of the customers for SSI benefit.

**Title: Deceased Borrower Jan 2020- Jan 2022**

**Tools/Scripts:** UiPath, python scripts

**Description:** Deceased Borrower processing department receives notifications that a customer is deceased through a vendor file, internal departments, branches or client contact. Upon receipt of notification KeyBank Deceased processing status, the accounts to identify deceased customer and review for possible collections. The bot is going to perform the action of the LOB team to update the status of deceased in various systems involved based on the type of loan. BOT also closes ATM Debit cards.

**Title: Payoff Quote Generation Jan 2020 - Jan 2022**

**Tools:** UiPath

**Description:** Loan Payoff quote is requested by customer or third-party agent from the bank.BOT needs to pick up the customer’s loan payoff quote request and process it by checking different applications and generates the payoff quote. The payoff quote is then uploaded into the workflow system for sending it to client by Mail/Fax.

**Roles and Responsibilities:**

* Involved in automation feasibility analysis, designing and defining architecture for automation.
* Responsible for the development and implementation of Loan Services and Mortgage process for Banking client.
* There are about 90+ processes in the Loan services and Mortgage portfolio that are replaced with software robots.
* Created the solution design and architecture for Deceased initiations, bankruptcy, Credit Inquiry and few more mortgage milestone processing automation using AA and UiPath. Involved in coding, code review and unit testing, data validation of the automation outcome.
* RPA Development and maintain technical documentation.

**Healthcare Client**

**Senior RPA Developer**

**Treatment Plan Validation BOT Jun 2019 – Jan 2020**

**Tools:** **UiPath, SQL Server.**

Description: The business process involves all steps to process additional PT, OT, Chiro visits that are medical necessary. The request for additional visits for PT, OT and Chiro as deemed medical necessary should be sent to Wellmark within seven days. The screening team will review the information based on the request received from the provider and create a case. After reviewing and validating the case the consultant will notify about approval or denial for additional visits.

BOT is used to read the incoming email and create a case in MS Dynamic CRM and finally stores the document to storage application. Further downstream BOT’s will be notified for next step processing.

**Claims, Membership & Enrollment – OCR Implementation Jun 2019 – Jan 2020**

**Tools:** Vidado, SQL Server.

Description: Wellmark need to implement OCR tool to extract data from its Claims and Membership/Enrollment forms, so that the downstream systems (BOT, EDI – Electronic Data Interchange) will be able to consume the data. Wellmark decided to use Vidado OCR tool. There were 6 claim forms and 50 M&E forms identified for digitizing. All these forms were configured in Vidado tool. Got an accuracy of more than 90% for claim forms and more than 85% for M&E forms.

Files from Document Management systems will be sent to Vidado S3 input bucket. Once Vidado digitizes it, JSON output will be sent to S3 output bucket. IISC job will create an entry for each JSON to SQL DB.

**Roles and Responsibilities**

* Analyze the Requirement (PDD) and prepare Solution Design Document
* Providing technical assistance to team members
* Implementation using Automation Anywhere.
* Coordinating with offshore

**Environment:** Automation Anywhere, SQL Server.

**Provider Portal Apr 2018 Jun 2019**

**HealthCare Client**

**Technical Lead**

AIM does pre authorization for various health plans for various clinical solutions. AIM portal is a single point of entry for different solutions with in AIM. Pre-auth to be requested by selecting the solution type. Portal is responsible for enabling client to different solution. Registration is also a part of Portal solution. Once the client registers and on boarding is complete, they will be able to raise pre-authorization request.

**Roles and Responsibilities**

* Analyze the Business Requirement in agile environment.
* Writing PL/SQL scripts
* Write MVC code and work on Action model controller.
* Providing technical assistance to team members
* Coordinating with product team.

**Environment:** ASP.Net, WebForms, Web services and Oracle.

**TriWest Provider Maintenance Jan 2018 – Apr 2018**

Blue Shield of California

**Technical Lead**

This application maintains the Provider information such as IPA, group and staff model along with the contract information. It has the option to insert or updated new provider information; maintain SNF discount percent, rehab discount percent, inpatient discount, outpatient discount and other discounts, number of inpatient information for Facilities. It has various types of access levels Analyst, Supervisor and Specialist. It makes use of web services for CURD operation.

**Roles and Responsibilities**

* Responsible for technical and delivery management.
* Monitoring code development and reporting to the client.
* Providing technical assistance
* Coordinating with cross functional teams.

**Environment:** ASP.Net, WebForms, Web services and Oracle.

**Healthcare client, CA Jun 2015 – Jan 2018**

**Data warehouse schema for Employer Reporting**

**Technical Lead**

Built data warehouse schema for OPTUM data source and Case traker dynamo. This data warehouse tables are used for Employer reporting and few other extracts, are sent to association (BCBSA). Blue Shield's offers several value added buy-up programs for members and particularly employer group clients to experience which includes Shield Concierge, Health Advocate, Care Management and Care Coordination. The value our programs provide can contribute to positioning Blue Shield to be number one in market share in California which aligns with long term corporate strategy. The value can be shown by providing client with quarterly reports. The reports not only show the impact we are making on members but illustrates our effort of being good stewards of our client’s healthcare.

**Roles and Responsibilities**

* Implementation data warehouse schema
* Responsible for technical and delivery management.
* Managing Cognizant associates at Client place.
* Delegating task to individual team members and conducting status meeting with offshore team on a daily basis.
* Providing technical assistance to team members.
* Connecting with Analyst and other cross vertical teams
* Monitoring code development and reporting to the client.
* Built vb.net interface for sending out extracts to different sources.

**Environment:** MS Visual Studio 2010, C#, ASP.Net, WCF, powershell and SQL Server 2012.

**CTD (Case Trakker Dynamo) Employer Reporting** **Jun 2015 – Jan 2018**

**Technical Lead**

Blue Shield's offers several value added buy-up programs for members and particularly employer group clients to experience which includes Shield Concierge, Health Advocate, Care Management and Care Coordination. The value our programs provide can contribute to positioning Blue Shield to be number one in market share in California which aligns with long term corporate strategy. The value can be shown by providing client with quarterly reports. The reports not only show the impact we are making on members but illustrates our effort of being good stewards of our client’s healthcare.

**Roles and Responsibilities**

* Responsible for technical and delivery management.
* Managing Cognizant associates at Client place.
* Delegating task to individual team members and conducting status meeting with offshore team on a daily basis.
* Providing technical assistance to team members.
* Connecting with Integration Analyst and other cross vertical teams
* Monitoring code development and reporting to the client.

**Environment:** MS Visual Studio 2010, C#, ASP.Net, WCF, powershell and SQL Server 2012.

**WISHIN Implementation Jan 2015 Jun 2015**

**Team Lead**

Medicity is part of Healthagen, an Aetna business which offers health and related technology services to providers, payers, employers and consumers. Healthagen is focused on changing health care by bringing together a wide range of payer-neutral population health management solutions and health information technology capabilities designed to improve quality, control costs and engage consumers in their health care. Medicity uses two products named as ProAccess and Nexus Manager for WISHIN implementation. Nexus is used to process HL7 messages and ProAccess is used to display the patient information

As a lead, responsible for requirement analysis, design and implementation of Medicity products (Nexus Manager and ProAccess). Delegating task to individual team members and conducting status meeting with offshore team on a daily basis. Providing technical assistance to team members. Delivering the product in CERT and then to LIVE environment.

**Environment:** MS Visual Studio 2010, C#, ASP.Net, WCF, powershell and SQL Server 2012.

**Affinity Gateway – Implementation** Jan 2014 – Dec 2014

**Team Lead**

Medicity is part of Healthagen, an Aetna business which offers health and related technology services to providers, payers, employers and consumers. Nexus is used to process HL7 messages and ProAccess is used to display the patient information. Affinity Gateway will facilitate exchange of Continuity Care Document through ProAccess. We will be able to push CCD’s to ProAccess with the help of soap envelop.

**Environment:** MS Visual Studio 2010, C#, ASP.Net, WCF, powershell and SQL Server 2012.

**Client: PayPal -** Open Cross shipping corridors Apr 2011 – Dec 2013s

**Team Lead**

The goal of this project is to open up certain cross-shipping corridors in off-ebay flows to enable more business for PayPal and create a better user experience. Cross shipping refers to shipping items to a country different from the buyer’s country. In the past, during risk averse times, cross shipping was closed for Off-eBay. This project will allow users to ship goods outside of their home country and open up additional TPV.

Responsibilities include, preparing technical design document, Interface document and detailed design document. Providing technical assistance to the team members. Coding, Reviewing components that are to be delivered. Onsite and offshore team coordination. Connecting the team with product managers, architects and other cross vertical & functional teams

**Environment**: C++, Java, PL/SQL, Linux.

**CSC India (P) Ltd Jan. 2007 - Mar. 2011**

**Client : PayPal.com, Chennai, India**

**Developer**

This is the widely used financial product which allows the end users (individual and merchants) to make the online payment in a more secured way. This website is built in C++ technology which does the backend validation and processing with the standard web interface.

Responsibilities include, preparing technical design document, Interface document and detailed design document. Interaction with on-site co-coordinator for project related issues. Worked as a push lead for the push-60.0. Activities include rebase and deliver. Code review and unlock for delivery.

**Environment**: C++, PL/SQL, Linux.

**IBM India P Ltd Jun 2004 – Jan 2007**

**EDUCATION & CERTIFICATIONS**

**Master of Computer Application** - Bharathidasan University, Trichy, TamilNadu, India.

**Bachelor of Physics -** Bharathidasan University, Trichy, TamilNadu, India.