

Gayatri Patil

Certified RPA and Process Mining Professional
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PROFILE SUMMARY

Certified RPA and Process Mining Professional with 8+ years of experience delivering end-to-end automation solutions using UiPath, Celonis, and AI/ML integration. Proven expertise in process optimization, Agile project management, and cross-functional team leadership. Skilled in integrating Large Language Models (LLMs) and third-party APIs into RPA workflows for intelligent decision-making. Passionate about driving operational efficiency and innovation across industries.

PROFESSIONAL EXPERIENCE

Automation Engineer and Business Analyst (Nov 2020 – Present)
Macros Reply GmbH (IT consulting firm for automation), Remote

Senior RPA Process Engineer and Analyst (Jul 2021 – Present)
Client: DHL IT Services (DHL's global IT division), Remote

- Delivered and maintained 10+ end-to-end RPA processes, overseeing the full lifecycle from requirements gathering and process design to development, testing, and deployment, streamlining global operations and driving cost efficiencies.
- Architected scalable UiPath solutions with advanced scheduling logic, enabling 24/7 automation and reducing system downtime.
- Optimized error handling and logging frameworks, improving system reliability and reducing troubleshooting time by 40%.
- Developed reusable custom activities, accelerating automation deployment by 25% across multiple business units.
- Developed Power BI dashboards to monitor real-time robot performance, tracking transaction success rates, failures, and processing times for data-driven decision-making.
- Mentored and trained 7+ team members on UiPath best practices, ensuring high-quality RPA implementations and fostering team growth.
- Implemented DevOps practices using GitHub for version control and CI/CD pipelines, improving code management and deployment efficiency.
- Created and maintained process documentation (PDD, SDD, support manuals), establishing best practices and ensuring consistency across automation projects.
- Managed Power Platform automation (Power Automate, Power Apps), enhancing approval workflows and integrating with MS SharePoint and Teams.
- Spearheaded AI-powered automation initiatives, integrating GPT-based models and OpenAI API into UiPath workflows for intelligent decision-making and natural language processing.

RPA Consultant (Jan 2021 – Jun 2021)
Client: Sprengnetter GmbH (Real estate financial services), Germany

- Developed an end-to-end UiPath automation for land registry extraction, reducing manual processing time by 80% through SOAP-based data retrieval and web portal interactions.

- Designed a robust SOAP XML parsing framework, improving data extraction accuracy by 95% and enabling seamless order detail retrieval.
- Automated multi-step searches across 16 German federal state portals, improving search efficiency by 70% and ensuring 100% compliance with region-specific criteria and document validation rules.
- Developed an automated validation and error-handling framework, reducing error rates by 90% and process failures by 60% for accurate document retrieval and uninterrupted execution.
- Optimized login and authentication processes across government portals, reducing session timeout errors by 50% using secure credential management in UiPath Orchestrator.
- Conducted extensive unit and integration testing, defining custom test cases to ensure high process reliability and scalability.
- Deployed the solution on UiPath Orchestrator, enabling scheduled execution and real-time monitoring for enhanced process transparency and control.

RPA and Process Mining Consultant

(Jul 2018 – Oct 2020)

ClientFocus GmbH, Germany

RPA Consultant

(May 2020 – Oct 2020)

Client: VBMW e.V (Non-profit business association), Germany

- Delivered a seamless end-to-end RPA solution of year-end processing in CaseWare by designing and deploying an RPA bot, reducing manual effort by 70% and improving accuracy in client data handling.
- Ensured compliance and traceability by integrating detailed logging and exception handling into the automated workflow, improving audit readiness.
- Improved bot performance monitoring and decision-making by analyzing bot-generated reports and insights, resolving 95% of production issues within SLAs, and maintaining system uptime.

Process Mining Consultant

(Sep 2018 – Oct 2020)

Client: Fresenius SE (Global healthcare & pharmaceuticals), Germany

- Optimized the Order-to-Cash process using Celonis, reducing order processing time by 25% and increasing on-time deliveries by 15%.
- Designed and implemented ETL pipelines, enabling seamless data extraction, transformation, and loading into Celonis from diverse sources.
- Developed interactive dashboards, providing real-time insights and facilitating data-driven decision-making across departments.
- Automated routine tasks using Skills in Action Engine, reducing processing time by 30% and minimizing manual intervention.
- Trained and supported end-users, fostering a data-centric culture and ensuring effective utilization of Celonis dashboards. organization.

Process Mining Consultant

(Jul 2018 – Oct 2020)

Client: KFW Bank (State-owned development bank), Germany

- Designed Celonis dashboards to monitor ITSM processes, improving SLA compliance tracking and service desk efficiency.
- Developed custom KPIs (First Resolution Rate, Response Time, Resolution Time) using SQL and PQL, enhancing incident management.

- Built automated reporting solutions for ITSM SLAs, enabling real-time performance monitoring and efficient call handling through ACD analytics.

Business Analyst in Risk Management
Bayer AG, Leverkusen, Germany

(Nov 2017 – Mar 2018)

- Spearheaded analysis of Industry 4.0 technologies, identifying automation opportunities to enhance maverick spend monitoring using machine learning techniques.
- Leveraged Celonis for process mining, analyzing risk management workflows and uncovering improvement opportunities through data-driven insights.
- Pioneered automation-driven risk mitigation strategies, integrating RPA and machine learning to streamline risk monitoring and reporting processes.
- Designed a risk monitoring training module, highlighting automation opportunities to improve efficiency in reporting and tracking.
- Collaborated with cross-functional teams, recommending RPA solutions to automate manual tasks and optimize spend analysis within the organization's risk management framework.

Internship in Project Management
HeidelbergCement AG, Heidelberg, Germany

(Oct 2016 – Apr 2017)

- Developed QA tools for conveyor belt & vibrating screens using CEMA & DIN standards.
- Created a database for asset management, optimizing inventory control.

Junior Engineer (Supply Chain)
Gaytri Packing Industries, India

(July 2013 – Feb 2015)

- Managed supply chain operations, optimizing warehouse management & logistics.
- Implemented Lean methodologies (5S, Kanban, Kaizen) to improve production efficiency.

EDUCATION

SRH University of Applied Science, Heidelberg, Germany
 Master of Engineering in International Business and Engineering

(Oct 2015 – Mar 2018)

University of Pune, India
 Bachelor of Engineering in Mechanical Engineering

(Jul 2009 – Jun 2013)

TECHNICAL SKILLS

RPA & Automation Tools:	UiPath product range (Studio, Orchestrator, Assistant, Document Understanding, Integration Service, Data Service, Automation Hub, Autopilot, Action Center, Apps, Communications Mining), Microsoft Power Platform (Power Automate, Power Apps, Copilot), Alteryx, AI/ML integration for RPA (LLMs, OpenAI APIs, AI Center)
Process Mining & Analytics:	Celonis, UiPath Process Mining, Minit, Tableau, PowerBI, SSRS
Programming & Scripting:	VB.NET, C#, SQL, PQL, HTML, Python, JSON, XML
Cloud and DevOps	AWS, Azure, GitHub, CI/CD pipeline basic concepts

Project Management & Agile Methodologies:	Agile (Scrum, Kanban), Waterfall, DevOps, Jira, Azure DevOps, ServiceNow
Testing and QA:	UiPath Test Suite, Postman
Productivity tools and others:	Office 365, GitHub, Splunk, SAP, SharePoint, SAP Signavio BPMN 2.0, draw.io
Languages:	English, German, Hindi, Gujarati, Marathi

CERTIFICATIONS

- 2025: UiPath Automation Developer - Specialized AI Professional Training
- 2025: Prompt Engineering (Vanderbilt University) – for ChatGPT and Excel (Coursera)
- 2024: Microsoft Power Platform for Functional Consultants
- 2023: Scrum Master PSM I
- 2021: UiPath Certified Advanced RPA Developer v1.0 (UiARD) - UiPath
- 2021: UiPath Process Mining
- 2019: Celonis Data Engineer Certification - Celonis
- 2019: Certified Celonis Analyst - Celonis
- 2019: ITIL Foundation Certificate in IT Service Management - Axelos
- 2019: RPA Business Analysis Fundamentals - UiPath