**Sabapathy Sivarajan**

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**Professional Summary**

* Experience in implementing end-to-end **Robotic Process Automation** starting from intake till delivery using UiPath/Automation Anywhere.
* Experience in software development of web application using various technologies such as C#, VB.NET, ASP.NET, MVC, Web Services.
* Machine Learning concepts and techniques.
* Process development activities include OCR Integration, Image processing, Document Understanding, User Activity replication, Orchestrated automation and Web Service Integration through API calls.
* As Orchestrator Admin, upgrades Orchestrator/Studio from 2022 to2023.10.6 both Nonproduction and Production environment. Responsible for onboarding/offboarding associates.
* Migration of bots to Production environment.
* As an Admin, responsible for addressing vulnerabilities reported in Qualys/Tenable scans.
* Agile project management experience includes management of PMO for Digital and application integration and RPA processes.
* Knowledge of AI/ML integration with RPA solutions.
* Experience in using Document Understanding, Object Repositories.
* Experience in database – Oracle & MS SQL Server.
* Involved in Application design, development and maintenance.
* 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.

**PRIMARY TECHNICAL SKILLS**

RPA Tools: UiPath 2023.10, Automation Anywhere 360, Document Understanding, Object Repositories

Databases: Oracle 9i, SQL Server 2012, Sybase

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

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

**WORK EXPERIENCE**

**i-Link Solutions, VA**

**Lead RPA Developer Nov 2023-Feb 2025**

**Tools: UiPath, SQL server, Rest API, Service now, Azure Cloud, Document Understanding, AI/ML integration.**

USAID - New Entrant Orientation (NEO) Project, CONMON Scoring, User List, Vulnerability Report.

New employees of USAID need to undergo NEO training and submit non-disclosure agreement and Rules of Behavior agreement through email. NEO Onboarding process access inbox, downloads attachment and validates the document to make sure name, signature and date are present. If any of the mandatory values are missing it will notify participants to resubmit the document. The process also sends a consolidated report at the end of each run.

* Implemented End-to-End process automation using UiPath.
* Collaborate with business analysts and stakeholders to identify automation opportunities and create RPA solutions.
* Work with business team to assess feasibility analysis and create PDD and came up with Solution Design Documents.
* Developed process automation that uses windows and/or web applications and webservices.
* Developed process automation integrating with ServiceNow for Human Capital Management Team.
* Created attended automations that download attachments/links in emails related to security scans and upload them to Google Drive.
* Performed upgrade of UiPath platform from 2022 to 2023.10 in both nonproduction and production environment.
* Write custom code using C#/VB.net or python.
* Perform Orchestrator admin activities – license, onboarding/offboarding users, deployment of packages to production and troubleshooting Orchestrator/IIS.
* Handling UAT and sign-off from the client.

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

**RPA Technical Lead**

**Client Engagements:**

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

**Client: Centene**

**Title: OptumCPI Adjustments**

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

**Description:**

Purpose of this automation is to process claims 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.
* Work with business team to assess feasibility analysis and create PDD and came up with Solution Design Documents.
* Responsible for development of End-to-End scalable process automation using UiPath as per design.
* Developed RPA BOTS that uses web application and Web Service Integration through API calls.
* 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, Adobe Sign**

**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. 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 scheduled jobs to pull files from SFTP folder.
* 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.

**Client: Key Bank Jan 2020 - Jan 2022**

**Lead RPA Developer**

**Title: Credit Inquiry**

**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**

**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**

**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.

**Client: Wellmark Apr 2018 – Jan 2020**

**Lead RPA Developer**

**Treatment Plan Validation BOT**

**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**

**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**

**Technical Lead**

AIM does preauthorization for various health plans for various clinical solutions. AIM portal is a single point of entry for different solutions within 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.
* Sigle Sign on using Active Directory integration.
* 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.

**Client Blue Shield of California**  **Jan 2018 – Apr 2018**

**TriWest Provider Maintenance**

**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, Web Forms, Web services and Oracle.

**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**

**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 daily.
* 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**

* 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 2013

**Team Lead**

* 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 Oct 2006 - Mar. 2011**

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

**Software Engineer**

* Responsibilities include, preparing technical design document, Interface document and detailed design document.
* Coding as per the 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 Jul 2004 – Oct 2006**

**Client : ATT**

**Software Developer**

* Responsibilities include, preparing technical design document, Interface document and detailed design document.
* Coding as per the design document.

**EDUCATION**

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

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