



## APARNA MENTHUM

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### PROFILE

- Overall 10+ years of experience including RPA Developer with 9 years of expertise in **UiPath, AA360** and **Blue Prism**, experienced in delivering automation solutions for **banking** and large-scale environments such as **Microsoft's Data Center**.
- Certified **UiPath Advanced Developer** with a proven track record in designing and implementing automation solutions to optimize business processes and improve efficiency.
- Successfully **commissioned Blue Prism** from the ground up, demonstrating strong **architectural skills** and effectively **leading the team** to deliver a high-quality RPA solution in **Microsoft's Data Center**.
- Demonstrated expertise in deploying end-to-end automation using **UiPath, AA360** and **Blue Prism**, resulting in significant time savings and increased accuracy across various business units.
- Participated in all phases of the **Software Development Life Cycle (SDLC)**, including **Requirements Gathering, Analysis, Design, Implementation, Integration, Testing, Deployment, and Maintenance**.
- Developed numerous automation processes in **Blue Prism** within the **Banking** sector, significantly enhancing efficiency and streamlining operations across key financial functions.
- Successfully converted all existing processes to **UiPath** using the **Robotic Enterprise (RE) Framework** during a **tool transition**, ensuring seamless integration and minimal disruption to operations.
- Expertise in **UiPath Document Understanding** to extract, classify, and process **structured and unstructured** data from scanned documents, PDFs, and images.
- Hands-on experience with **OCR technologies** including **UiPath OCR, Tesseract, Google Cloud Vision OCR**, and **Microsoft Azure OCR** for data extraction and automation.
- Experience in training and fine-tuning machine learning models within **UiPath AI Fabric** for better recognition and classification of document types.
- Possesses excellent knowledge of **UiPath Orchestrator** for **Managing and Monitoring** automation workflows.
- Experience in Agile Point NX 7.0.
- Used BluePrism MAPIEx add on library for manipulating mail boxes.
- Hands-on experience on Silverlight Technology.
- Ability to Work individually or in a team to meet the delivery deadline.
- Proficient in leveraging Blue Prism's **Process Studio, Object Studio, and Control Room** to **design, deploy, and manage** robust RPA solutions, ensuring seamless automation and operational efficiency.
- Proficient in deploying code through **CI/CD pipelines**, utilizing **Jenkins** and **UrbanCode** to ensure efficient and reliable package delivery.

- Possess excellent knowledge of data types and data transfer techniques using **JSON**, along with extensive experience working with message queue systems such as **MQ** and **Kafka** services for efficient data handling and communication.
- Strong expertise in implementing automation solutions using **XML, SOAP, and REST** services to streamline processes and improve operational efficiency.
- Skilled in collaborating with cross-functional teams to analyze business requirements and translate them into effective **RPA solutions**, ensuring alignment with organizational goals.
- Skilled in implementing and optimizing UiPath **Document Understanding** solutions to automate document processing, extract key data, and streamline workflow efficiency.
- Experience working with UiPath **Automation Suite** and **UiPath Cloud**, including setting up, managing, and deploying automation solutions to improve business processes.
- Developed a Digital Worker utilizing **Machine Learning** and **Artificial Intelligence** capabilities to monitor the Electrical equipment's performance in the Microsoft's Data Center and detecting the service personnel actions through **ML** and **AI**.
- Experienced in conducting **RPA assessments, developing proof of concepts**, and implementing best practices to ensure successful automation outcomes.
- Proficient knowledge in Automating **Web Based, Mainframe, Desktop** based applications using **UiPath** and **Blue Prism**.
- Good Knowledge in **Unit testing, Integration testing, Regression testing**.
- Involved in creating and modifying the flow diagrams, sequence diagrams using **Microsoft Visio**.
- Knowledge and good understanding of **SQL** and **NoSQL** and experience working with databases like **Oracle** and **SQL Server**.
- Experienced in working with both **Waterfall** and **Agile** methodologies to deliver high-quality software solutions.
- Hands-on experience as a **UI Front-End Developer** with a strong understanding of front-end technologies and best practices.
- Designed and developed presentation layer using **JSP** pages and **JavaScript**.
- Comprehensive knowledge and experience in **HTML5, DOM, CSS3, JavaScript**, and adhering to **W3C** standards.
- Client-server communication utilizing **REST APIs** and **JSON** parsing to retrieve data from the database.
- Handled various data formats, including **XML** and **JSON**, for data exchange.
- Proficient experience in using version control tools such as **GIT** and **JIRA** for defect tracking also performed all necessary day-to-day **GIT** support for different projects.
- Experience in build tools like **Jenkins** and used service versioning tools like **GitHub**.
- Designed and built **AWS (Amazon Web Services)** solutions that integrated media ingest systems with Amazon's Cloud offerings, such as **S3** buckets.
- Developed various customized views using **JavaScript, HTML5** and **CSS3**.

- Implemented a '**Server Less**' architecture using **API Gateway**, **Lambda**, and **Dynamo DB** and deployed **AWS Lambda** code from Amazon **S3 buckets**. Created a Lambda Deployment function, and configured it to receive events from your **S3 bucket**.

## TECHNICAL SKILLS

<b>RPA Technologies</b>	UiPath, Blue Prism, AA360, Agile Point NX7, Power Automate
<b>Web Technologies</b>	HTML 4/5, CSS, JavaScript, jQuery, Ajax, JSON, XML, Node.js, AWS
<b>Languages</b>	JavaScript, Python, C, C++, C#, VB.NET
<b>IDE S Editors</b>	Eclipse, Sublime, Visual Studio, Notepad++, IntelliJ.
<b>Web/App Servers</b>	HTTP Web Server.
<b>Database</b>	SQL Server, MySQL, Oracle and DynamoDB, MS Access.
<b>Version control</b>	GIT.
<b>Debugging tools</b>	Chrome Developer Tools, Edge Developer Tools, Firefox Developer Tools.
<b>Tracking Tools</b>	Kanban
<b>Methodology</b>	Waterfall and Agile
<b>Automation Server</b>	Jenkins
<b>Scripting</b>	Git Bash
<b>Application Monitoring</b>	Splunk, Qlik, KPI Dashboard and AgilePoint NX7

## PROFESSIONAL EXPERIENCE

**Wright-Patt Credit Union, Inc**  
**Columbus, OH**  
**Senior RPA Developer**  
 (Contractor through - TEKsystems)

**March 2024 – Till Date**

### Roles S Responsibilities:

- Participated in client requirement gathering** sessions and conducted in-depth analysis of business needs for automation opportunities.
- Drafted Process Definition Documents (PDD)** and **Solution Design Documents (SDD)** outlining automated solutions for manual business processes using **AA360 and UiPath**.
- Developed automated solutions** by creating bots and reusable components using **AA360 and UiPath**, following enterprise coding and naming standards.
- Implemented Dispatcher-Performer architecture** using **UiPath REFramework** and **modular TaskBots in AA360** to ensure scalable, maintainable solutions.
- Performed unit testing** to validate logic, identify defects, and ensure alignment with business requirements during development.

- **Deployed automation solutions into QA environments** for validation across various test cases and business scenarios.
- **Provided end-to-end support** for developed bots across all environments, including monitoring, issue resolution, and enhancements.
- **Troubleshoot production issues** by analyzing logs, reviewing bot behavior, and conducting root cause analysis to implement fixes efficiently.
- Applied **RPA best practices** for both **AA360** and **UiPath**, including version control, code reusability, and modular design.
- **Implemented robust error-handling** and exception management in both **AA360 (Try-Catch blocks, Error Handling Packages)** and **UiPath REFramework**.
- **Designed and maintained work queues** for efficient task management and parallel processing in **AA360 Control Room** and **UiPath Orchestrator**.
- **Developed intelligent automation workflows** using **UiPath Document Understanding and AI Center**, and integrated **IQ Bot alternatives in AA360** for invoice processing and document extraction.
- **Integrated OCR engines** like **Google Vision** and **ABBYY** with RPA workflows in both platforms to automate data entry and text extraction.
- **Migrated legacy Blue Prism automations** to **UiPath** and **AA360**, optimizing and refactoring for performance and maintainability.
- **Designed RPA solutions** leveraging **AA360's Control Room** and **UiPath Orchestrator** for optimal deployment and scalability.
- **Integrated APIs and external scripts** (Python/JavaScript) with **AA360** and **UiPath** to fulfill complex business logic requirements.
- **Deployed bots to QA and Production environments** and provided **ongoing production support**, including monitoring and failure recovery.
- **Developed daily reporting workflows** to extract queue data from **UiPath Orchestrator** and **AA360 Control Room APIs**, categorizing output into business/system exceptions and emailing results to stakeholders.
- **Created Functional Requirements Questionnaire (FRQ)** documents by collaborating with business stakeholders and process SMEs.
- **Implemented automation reporting dashboards** and delivered **presentations to clients** showcasing automation impact and ROI.
- **Participated in Agile ceremonies** such as **Daily Stand-ups, Sprint Planning, and Retrospectives** to ensure timely delivery of automation stories.
- **Coordinated with cross-functional teams** for backlog grooming, story point estimation, and task assignments during sprints.
- **Configured credential vaults and role-based access** in **AA360 Control Room** and **UiPath Orchestrator** to ensure secure credential handling and environment separation.
- **Built environment-specific configurations** using **config files and orchestrator assets** for scalable deployment across DEV, QA, and PROD environments.
- **Utilized bot runners and device pools** in **AA360** to efficiently distribute bot workloads and reduce execution time.
- Developed **custom packages and command-line scripts** to extend **AA360** functionality when native commands were insufficient.
- **Optimized object cloning and DOM-based selectors** for web automation in legacy and modern web applications, overcoming dynamic element challenges.
- Integrated **Microsoft Power Automate and SharePoint** with **UiPath** for end-to-end process automation across cloud platforms.

- Used **Automation Anywhere MetaBots** (prior to AA360) and transitioned logic to **modular TaskBots**, ensuring reuse and maintenance ease.
- Implemented **concurrent execution and parallel bot design** using multiple triggers and **queue-based orchestration** to support high-volume use cases.
- Performed **post-deployment validation checks** via automated email and database lookups to confirm successful bot execution.
- Used **Control Room APIs and UiPath Orchestrator APIs** to schedule bots, fetch logs, and build integrations with enterprise dashboards.
- Collaborated with infrastructure teams to enable **bot deployment via CI/CD pipelines** using tools like GitHub Actions and Bamboo.
- Created **centralized logging and alerting mechanism** via email, Teams webhook, and log files to notify on failures or critical alerts.
- Developed and maintained **bot audit trails** for internal compliance and external regulatory checks in banking and healthcare domains.
- Conducted **performance tuning** by minimizing screen interactions, using background processes, and splitting large workflows into optimized subprocesses.
- Created **template-based reusable frameworks** in UiPath (based on REFramework) and AA360 (modular bot design) to accelerate future bot development.
- Handled **JSON, XML, CSV, and Excel file transformations** to prepare input and output formats dynamically as required by different systems.
- Participated in **automation CoE (Center of Excellence)** meetings to standardize bot development practices and create reusable components across teams.
- **Trained junior developers** and conducted **peer code reviews** to ensure adherence to best practices and improve code quality across the team.
- Delivered **post-implementation documentation**, including bot architecture diagrams, exception flowcharts, and SOPs for L1/L2 support teams
- **Automated Symitar's thick-client Windows application** using keystroke simulation and computer vision to retrieve account data, loan details, and transactional histories.
- Developed bots for **OnBase Windows client** to upload and tag scanned loan documents, and integrated with **OnBase REST API** to retrieve SARs, disclosures, and financial statements by member ID.
- Created bots for **Verafin alert handling**, including login, alert review, **automatic dismissal of low-risk alerts**, and exporting of flagged alerts to OnBase for compliance reporting.
- Built fraud workflow bots that **cross-referenced Verafin alerts with Symitar transaction history** before uploading audit documentation to OnBase.
- Automated document classification and upload to **MeridianLink**, validating metadata (e.g., member ID, loan type) and ensuring correct document routing into application folders.
- Used **Document Understanding in AA360** to extract structured data from **driver's licenses across various U.S. states**, creating and training learning instances to handle layout variations.
- Integrated **business rule validation logic** (e.g., age verification, license expiration) into the DL extraction process and routed documents through **AA360 Work Queues**.
- Designed and deployed a **multi-bot architecture** to dynamically pick up DL processing tasks, perform validation, and push data into Symitar and MeridianLink systems.
- Implemented a fallback queue for **low-confidence document extraction**, enabling human-in-the-loop verification for audit-sensitive workflows.
- Scheduled bots via **AA360 Control Room** with SLA-based triggers and secure credential vaults, optimizing workload distribution and monitoring bot health in PROD/QA.
- Automated **daily and monthly report downloads** from Symitar, Verafin, and internal portals, storing results in secure locations and sending summary logs to stakeholders.

- Automated intake and upload of files for **Wire Transfers, Incident Reports, Member Complaints, and KnowBe4 training completion logs**, reducing manual administrative tasks.
- **Integrated AA360 with Microsoft Graph API** via a **custom Kong Gateway endpoint** to **embed images and audit logs into SharePoint-based OneNote notebooks**, ensuring compliance documentation was captured consistently.
- Used **API key authentication** (no OAuth2) through the Kong endpoint to securely interact with Graph API using **AA360 REST API actions**, enabling document automation in a restricted environment.
- Maintained **SQL and Excel-based audit logs** of all document uploads, downloads, and exceptions across platforms to support internal reviews and compliance reporting.

**Environment:** AA360, UiPath, SQL Server, VBA, VBA.NET, Visual Studio, web services, windows, MS Excel, MainFrame, Microsoft Graph API, REST APIs,.

**Fannie Mae**  
**Washington, DC**  
**RPA Lead Developer**  
 (Contractor through - Ampcus. Inc)

**September 2023 – March 2024**

### **Roles & Responsibilities:**

- **Configured Blue Prism V7 environments (DEV, TEST, PROD)** and managed infrastructure setup for banking automations involving **loan processing, data validation**, and regulatory reporting.
- **Developed Digital Workers in Blue Prism** to automate **loan onboarding, income verification, and credit scoring processes**, integrating with **internal APIs, Excel-based templates**, and third-party credit bureaus.
- Integrated **Machine Learning (ML) models** to monitor exception-prone areas such as **document discrepancies and service flags** during mortgage servicing and collateral review, enhancing compliance and audit readiness.
- Automated data extraction from **scanned PDF bank statements and loan documents** using **Tabula**, converting unstructured inputs into standardized formats for use in downstream workflows.
- Enhanced Blue Prism's **Word VBO** to generate **password-protected loan summary reports**, log creation timestamps to **SQL Server**, and support automated emailing to secure distribution lists.
- **Migrated legacy Blue Prism processes to Appian and AA360**, transforming logic for use in Appian's **low-code case management platform** and building modular bots in AA360 for data handling and validations.
- Designed **Appian workflows** for **loan exception handling, borrower communication triggers**, and **multi-tiered approval processes**, integrating with banking core systems and internal services.
- Used **AA360 Control Room** for bot scheduling, execution monitoring, and integration with enterprise credential vaults and exception queues.
- Authored detailed **PDDs and SDDs** with alignment to **Fannie Mae seller/servicer guidelines**, conducting walkthroughs with underwriters, risk, and compliance teams.
- Built hybrid automation architecture where **Appian managed end-to-end process flow** and **AA360 bots executed backend data entry, reconciliation**, and reporting tasks.
- Developed **SQL-backed audit logging mechanisms** and **error-handling routines** in Blue Prism and AA360 to ensure traceability and compliance with regulatory standards.
- Participated in automation **CoE governance**, recommending reusable objects and frameworks for processes tied to **mortgage origination, servicing, and investor reporting**.
- Automated daily report generation and exception categorization for investor-facing communications, including success/failure breakdowns and compliance metrics.

- Contributed to **loan boarding and refinance process automation**, reducing manual intervention and turnaround time across Fannie Mae's servicing channels.
- **Automated mortgage forbearance and hardship case workflows** in Appian, integrating conditional logic and SLA timers to escalate urgent borrower cases for manual review.
- Designed **AA360 bots for escrow account validation**, ensuring property taxes and insurance payments met Fannie Mae compliance criteria across thousands of monthly accounts.
- Implemented **automated loan document classification and indexing** using Blue Prism and Tabula to extract borrower details, loan numbers, and amortization schedules from PDFs.
- **Built automated reconciliation workflows** for investor reporting, comparing internal servicing data with Fannie Mae investor delivery summaries and flagging exceptions.
- Developed **eligibility automation logic for HomeReady and refinance products**, reading borrower data from intake forms and validating against underwriting rules.
- Integrated **Blue Prism with internal loan servicing systems** (e.g., Sagent or Black Knight MSP), simulating mainframe or web interactions to update borrower records in real time.
- Automated **MERS ID validations**, checking enrollment status and updating master servicing data via
- Designed **Appian dashboards for loan pipeline tracking**, with real-time status updates for underwriters and servicing agents based on bot outputs.
- Implemented **fraud detection triggers** that flagged loans with mismatched SSNs or duplicate borrower IDs across systems, using AA360 for backend scans and SQL queries.
- Created **bot-run audit logs** that recorded every field changed on borrower records and timestamped each action to support compliance and internal audit teams.
- Automated **ARM loan re-pricing workflows**, identifying loans reaching adjustment periods and triggering rate review processes using bot-extracted data and API rules.
- Developed **real-time notification systems** using SMTP integration in Blue Prism and Appian to alert servicing agents about failed investor rule checks or manual override requests.
- Conducted **regression testing of migrated Blue Prism bots** after rebuilding logic in Appian or AA360, ensuring zero deviation in loan decisioning logic.
- Participated in **monthly release cycles and production pushes**, preparing runbooks, rollback plans, and deployment checklists for regulatory workflows.
- Handled **daily load balancing** across AA360 runners for high-volume bots such as payment posting, ACH validation, and investor remittance scheduling.
- Integrated **Appian forms with e-signature and document upload modules**, automating customer communication for post-closing documentation.

**Environment:** Blue Prism v7, Appian, AA360, SQL Server, Tabula, Python, MS Excel, VBA, REST APIs, ML/AI Models, Windows Server

**Raytheon Technologies**

**April 2020 – August 2023**

**Farmington, CT**

**RPA Lead Developer**

(Contractor through -Verinon Technologies.)

### **Roles & Responsibilities:**

- **Translated BRDs into technical specifications** and created **SDDs** for enterprise RPA solutions using Blue Prism and UiPath.
- **Developed scalable, reusable business objects and end-to-end automation processes** in Blue Prism for SAP, Citrix, Mainframe, and web-based applications.

- **Built modular UiPath solutions using REFramework**, including queue integration, retry mechanisms, and layered exception handling.
- **Integrated Blue Prism web services with AgilePoint NX7** to automate full-cycle workflows combining form inputs and backend RPA logic.
- **Automated data validations and updates using Azure SQL**, executing complex queries and stored procedures within bot logic.
- **Created responsive AgilePoint web forms** using HTML, CSS, and JavaScript, tied to backend RPA workflows.
- **Developed REST API-based integrations** to exchange data with internal and third-party systems in both Blue Prism and UiPath.
- **Configured and maintained work queues** in UiPath Orchestrator and Blue Prism Control Room for scalable task management.
- **Built and maintained CI/CD pipelines using Jenkins** to automate testing and deployment of UiPath automations.
- **Used Git/GitHub for version control and collaboration**, managing branches, commits, and pull requests across teams.
- **Designed automated test scripts and data strategies** to support unit, regression, and UAT testing.
- **Developed reusable email automation frameworks**, handling attachments, parsing, and rule-based routing.
- **Implemented global and business exception handlers** with detailed logging for traceability and audit compliance.
- **Created auto-recovery logic** in bots to resume from checkpoints post system interruptions or failures.
- **Built reconciliation and reporting bots using Excel and SQL**, flagging exceptions and emailing summaries to business users.
- **Applied dynamic selectors and anchor-based targeting in UiPath** for stable and UI-resilient automation.
- **Used OCR and image-based techniques in Blue Prism** to automate Citrix terminals and non-HTML UI components.
- **Produced full automation lifecycle documentation** for design, UAT, deployment, and monitoring.
- **Performed root cause analysis (RCA)** and resolved production failures with minimal downtime.
- **Participated in Agile ceremonies**, delivered sprint items, and coordinated closely with PMs and BAs.
- **Estimated development efforts**, assisted in sprint planning, and supported project tracking and reporting.
- **Mentored junior developers**, led code reviews, and enforced reusable design and development standards.
- **Monitored bot health with Power BI dashboards and orchestration logs**, identifying trends and optimization areas.
- **Created deployment impact assessments and rollback strategies**, reducing risk during release cycles.
- **Automated AgilePoint change request approvals**, integrating form metadata with bots and document storage workflows.
- **Built DR-ready bot deployment packages**, using environment-neutral configuration files and scripts.
- **Maintained secure robot credentialing and access control**, aligned with enterprise security policies.
- **Worked with automation governance teams**, validating new opportunities and proposing scalable designs.



- **Integrated SAP GUI versions 740, 750, and 760** with Blue Prism using native SAP mode and region-based selectors for stable and version-compatible automation.
- **Automated creation of sales orders, purchase orders, and inventory updates** using frequently accessed TCodes like VA01, ME21N, MM01, and others within Blue Prism workflows.
- **Downloaded structured tabular data from SAP transactions** and exported it to Excel and SQL Server for downstream reconciliation and reporting.
- **Developed and maintained custom SAP GUI scripting (.vbs)** for repetitive SAP operations and embedded those scripts within Blue Prism code stages to improve reliability and execution speed.
- **Handled SAP pop-ups, modal dialogs, and session management** using dynamic element targeting, reducing failure due to screen or element position changes.
- **Built reusable Blue Prism business objects** specific to SAP GUI automation for logon, navigation, search, data entry, and export tasks.
- **Validated SAP output screens and tables** using text match, control IDs, and success messages to ensure end-to-end process integrity.
- **Created conditional workflows** that dynamically selected the correct SAP version instance based on user profile, machine, or environment configurations.

**Environment:** Blue Prism, UiPath, AgilePoint NX7, SAP, Citrix, Mainframe, Web & Windows Apps, Microsoft Azure SQL, AWS (Lambda, EC2, S3), Git/GitHub, Jenkins, Power BI, SQL Server, REST APIs, Excel Macros, JavaScript, HTML/CSS, REFramework, DevSecOps, Agile/Scrum

**United Technologies Corporation**

**January 2019 – March 2020**

**Farmington, CT**

**RPA Lead Developer**

(Contractor through -Birla soft Technologies.)

### **Roles & Responsibilities:**

- **Analyzed Business Requirement Documents (BRDs)** and engaged with operations and end users to gather detailed process information and automation criteria.
- **Created Solution Design Documents (SDDs)** and contributed to designing To-Be processes aligned with functional and stakeholder expectations.
- **Developed reusable business objects and process layers in Blue Prism**, automating tasks across SAP (GUI), Citrix, Windows, Mainframe, and web-based platforms.
- **Integrated Blue Prism web services with AgilePoint NX7**, enabling seamless handoff between form-based workflows and backend robotic processes.
- **Automated SQL Server and MS Access-based data entry, extraction, and transformation processes**, improving turnaround for data-driven operations.
- Implemented **complex exception handling strategies**, root cause analysis (RCA), and automated alert notifications to reduce manual error resolution.
- Participated in **daily Agile/Scrum meetings**, providing development updates, raising blockers, and contributing to sprint planning and backlog grooming.
- Designed and built **CI/CD pipelines in Jenkins** to streamline deployment and automated testing of UiPath projects in Dev, QA, and Prod environments.
- **Built modular, scalable UiPath automations using REFramework**, incorporating transaction-based logic, business rule validation, and retry configurations.
- **Integrated Git/GitHub** for source control, managing commits, branches, and peer-reviewed pull requests across multiple developers.

- Conducted **code reviews**, mentored junior developers, and led knowledge-sharing sessions to elevate RPA team standards.
- **Developed Proof of Concepts (POCs)** integrating Blue Prism with **Azure Cognitive Services**, enabling image/text recognition, sentiment analysis, and natural language processing.
- Automated interface workflows between **on-premises systems and Microsoft Azure services**, securely bridging cloud-hosted and legacy applications.
- Collaborated with QA teams to support **initial testing, UAT, and go-live deployment**, ensuring stable bot behavior across environments.
- **Maintained credentials for live robots and developers**, automating password resets and access expiration tracking for secure operations.
- **Monitored production bots post-deployment**, ensured bot consistency, and performed routine health checks to prevent runtime anomalies.
- Created and distributed **daily/weekly performance reports** capturing execution volume, failure trends, and SLA deviations for management review.
- Supported **live issue resolution** by reviewing exception logs, debugging failed transactions, and delivering immediate fixes with RCA documentation.
- **Worked with PMs to build effort estimation documents**, aligning timelines with development scope and resource availability.
- Interfaced with BAs to understand stakeholder needs, define scope boundaries, and translate business language into technical automation designs.
- Developed workflows in AgilePoint NX7 that triggered Blue Prism bots upon approval completion, ensuring end-to-end process closure.
- **Built automations interacting with SQL Server via parameterized queries and stored procedures**, integrating with backend reporting and data processing systems.
- Automated **data synchronization tasks between MS Access and SQL databases**, replacing legacy manual entry with bot-based updates.
- Proactively identified and resolved **automation performance bottlenecks**, optimizing bot speed, selector reliability, and error rate.
- Ensured compliance with DevSecOps practices by standardizing deployment protocols, access roles, and documentation trails across automation solutions.

**Environment:** Blue Prism, UiPath, AgilePoint NX7, Microsoft Azure, SQL Server, MS Access, Git/GitHub, Jenkins, SAP, Citrix, Mainframe, Windows/Web Applications, REFramework, Azure Cognitive Services, REST APIs, Excel Macros, DevSecOps, Agile/Scrum

**Cigna**

**November 2017 – January 2019**

**Bloomfield, CT**

**RPA Developer**

(Contractor through -iTech US, Inc)

### **Roles & Responsibilities:**

- **Developed and deployed Blue Prism automations** for browser, Windows, and legacy systems to streamline healthcare processing across departments.
- **Integrated automation with Cigna's core healthcare applications**, including **QNXT** for claims/member data, **MHK** for care management, and **Tabula** for data.
- Built custom automations to support **SNP and Non-SNP workflows**, reducing manual intervention and aligning with CMS compliance.

- **Automated Medicare and Medicaid workflows**, including eligibility validation, enrollment form processing, and member record updates.
- Designed bots for **101 Ambulance workflow automation**, capturing request details, verifying medical codes, and submitting standardized responses for approval routing.
- **Created dynamic Blue Prism objects and workflows** using Process Studio and Object Studio, ensuring reusable components for TCode execution, form entry, and validation.
- Developed end-to-end **data extraction and transformation automations** using Excel, CSV files, and SQL Server integration for claims reconciliation and provider updates.
- **Utilized OCR for printed form data extraction**, including provider directories, member ID cards, and scanned authorization requests.
- **Performed image-based automation** using Blue Prism and UiPath for Citrix applications and non-HTML interfaces, using screen scraping and image recognition techniques.
- Applied **advanced queue management** with Blue Prism Work Queues to support asynchronous processing, retries, and transaction logging.
- Designed automations to interact with **SQL Server for reading, updating, and verifying data** before submission to QNXT or Medicaid portals.
- Used UiPath to handle **data cleansing, duplication checks, and structured web scraping** from healthcare reporting systems.
- Built reusable UiPath workflows using **REFramework**, incorporating business exception handling, retry mechanisms, and email alerting.
- Created bots that interfaced with **MS Access** to migrate legacy operational data into SQL-driven systems and reconcile inconsistencies.
- Automated error handling using structured **logging with log files, email notifications**, and Blue Prism's built-in exception stages.
- **Defined Blue Prism user roles, access policies, and credential vault entries** for secure, audit-ready deployment in production.
- Worked with Business Analysts and operations to document **Process Definition Documents (PDDs)** and **Solution Design Documents (SDDs)** for every automation candidate.
- Contributed to requirement analysis sessions and **documented end-to-end process flows** for automation planning and exception tracking.
- **Automated repetitive report generation**, Excel template population, and submission of daily performance data to management teams.
- Participated in **scrum meetings**, sprint planning, and defect triaging, actively supporting Agile delivery methodologies.
- Supported deployment and post-deployment monitoring for production bots, addressing exceptions, queue errors, and unexpected input cases.
- Used **string operations and regex** to sanitize and compare medical codes, address fields, and member identifiers.
- Worked with multiple TCodes in SAP for provider and claim validation, automated using scripting embedded in Blue Prism.
- Handled **role-based credential expiration policies**, password rotation, and live bot access monitoring in production environments.
- Generated **weekly exception reports**, RCA logs, and dashboards summarizing bot performance, efficiency gains, and business impact metrics.

**Environment:** Blue Prism, UiPath, SQL Server, Automation Anywhere.

**DTCC (Depository Trust & Clearing Corporation)**  
**India**  
**RPA Developer**

**September 2016 – November 2017**

**Roles & Responsibilities:**

- **Built and deployed Blue Prism automations** for browser-based and Windows applications, supporting critical operational workflows..
- **Designed scalable Blue Prism solutions**, serving as the primary technical resource on multiple projects and ensuring end-to-end automation delivery.
- **Developed business objects and workflows** based on client requirements, integrating Blue Prism with internal data systems and ERP platforms.
- **Worked with Process SMEs to create detailed PDDs and SDDs**, translating business processes into structured automation solutions.
- **Utilized Blue Prism's Credential Manager** to securely store, manage, and retrieve credentials required for accessing internal applications.
- **Automated Excel-based processes**, including data transformation, template population, formatting, and validation across various business reports.
- Created Blue Prism bots to **read/write data from SQL Server and MS Access**, performing real-time lookups, updates, and reconciliations.
- **Built automation solutions that exchanged data between ERP and MS Access/Excel** using task schedulers and scheduled bot executions.
- **Conducted feasibility analysis for automation candidates**, ensuring alignment with Blue Prism capabilities and infrastructure.
- **Improved bot reliability and speed** by integrating OCR, web recorder, and wait logic to handle slow-loading web elements.
- **Implemented error handling and exception strategies** using Blue Prism's error stages, ensuring stable and recoverable automations.
- **Used Blue Prism's "Send Email" feature** to automate error reporting, success confirmation, and delivery of daily/weekly Excel reports.
- **Scheduled Blue Prism processes** using Control Room and Windows Task Scheduler for time-based or event-triggered execution.
- Supported post-deployment activities, **resolving support tickets, fixing bugs**, and performing RCA for bot failures.
- **Automated reconciliation tasks** by extracting data from Excel, querying SQL Server, and logging discrepancies into MS Access or export reports.
- **Proactively designed and optimized automation logic**, reducing runtime, improving exception handling, and ensuring high-throughput transaction processing.

**Environment:** MS Excel, BluePrism, SQL Server, Access

CMS IT Services

May 2015 – September 2016

India

UI Front End Developer

**Roles & Responsibilities:**

- Participated in requirement-gathering meetings and conducted comprehensive analyses of existing application functionalities to assess the technical feasibility of solutions using use cases and formal methodologies.
- Creating **UI** components for the **Personal Lending Project**.
- Setting up **HTML** based templates using **ES 6** template literals and creating independently deployable **CSS** modules.
- Adding JavaScript for interactions, including use of **jQuery**.
- Creating and maintaining API gateways for multiple stage environments to support **SDLC** best practices..
- Using **GIT** version for the version controls and deploying the developed code using the **Jenkins build servers**.
- Using **Jenkins** build servers to achieve the **Continuous Integration and Continuous Deployment (CICD)** and to automate the build and release processes to support **development, testing and production environment**.
- Supporting the developed code in **all environments** and making enhancements to the web application.
- Identified issues by **troubleshooting the codebase**, analyzing defects in code modules, **conducting root cause analysis**, and implementing **fixes to resolve defects**.
- Conducted smoke tests to identify potential issues in the developed application, ensuring functionality aligns with business requirements in the development environment.
- Deployed the code to **QA environments** for quality assurance testing, utilizing various use cases to **validate functionality and performance**.
- Working closely with **QA team** and **Production team** in testing and validating User Stories ensuring defects are documented and corrected.
- Performing **code reviews** and helping maintain code **quality, performance, and application responsiveness**.
- Reviewing and validating the software requirements and functional design specifications.
- Participated in story grooming, estimated effort, prioritized tasks, and ensured the '**definition of done**' was met for all user stories.
- Submitted weekly status reports detailing completed tasks for the current sprint and outlined plans for the upcoming week's tasks within the **Agile development lifecycle**.

**Environment:** HTML/HTML5, CSS/CSS3, JavaScript, nodeJS, Java, AJAX, JSON/XML, jQuery, Agile, Jenkins, GIT.

- Collect the software requirements from the client
- Evaluate and research the products and technologies related to the project.
- Requirement analysis, low level design, coding, and unit testing of software application
- Develop and test software prototypes.
- Design and develop the procedures related to deployment and maintenance.

**Environment:** VS2008, .NET Framework3.5, MS SQL Server 2008, IIS, Visual Paradigm and Windows XP

## **EDUCATION**

**Jawaharlal Nehru Technological University (JNTU), Anantapur, Andhra Pradesh, India**

Bachelor of Technology (B.Tech) in Electrical and Electronics Engineering (EEE) - Graduated in 2011

**Jawaharlal Nehru Technological University (JNTU), Anantapur, Andhra Pradesh, India**

Master's (M. Tech) in Electrical Power System (EPS) - Graduated in 2015