**DEEP SINGH**

**snghtech@gmail.com**

**248-278-0070**

**RPA Business Analyst**

# Professional Summary

* Certified Robotics Process Automation Leader with over 10+ years of IT Industry experience. **Over 10+ years of RPA and SPA** Implementation experience in the **Financial**, **Healthcare**, **Mortgage**, and **Freight-Forwarding** domains. End to end Implementation experience in RPA and SPA applications like **Work Fusion** **SPA**, **Automation Anywhere**, and **UI Path**. Hands on experience in **Machine Learning**, Model training, Model data extraction and analysis.
* Strong Background in implementing RPA CoE – Center of Excellence for companies that are starting off with RPA, working in a robust and high-pressure environment.
* Leader and coach for fellow team members
* Excellent written and communication skills.
* Lead 25+ full implementation cycles for multiple global business processes in RPA.
* Industry knowledge in implementing and integrating and maintaining RPA, SPA automations for front and back office business processes.
* Managerial experience in leading offshore and onshore teams for complete and successful end to end project lifecycles.
* Deep Knowledge and experience in creating and maintaining bots in control rooms various RPA applications
* Full Project Implementations knowledge of maintaining a stable and scalable Infrastructure for RPA environment.
* Advanced working knowledge of process management and Banking/Finance applications.

**Technical Skills:**

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| --- | --- |
| **WorkFusion SPA**  | **IBM Watson & IBM Content Analyzer**  |
| **Automation Anywhere** | **UI Path – Studio & Orchestrator**  |
| Machine Learning | AWS Cloud |
| Oracle EBS r12 | Oracle 11g Database |
| Blue Zone FTP | Oracle OBIEE |
| HTML/CSS, Javascript  | Microsoft Office – Excel, Word, Access, Powerpoint, Visio, Projects |
| JIRA, Confluence | Agile/ Waterfall Methodology  |
| AML | Mantis |
| Advanced SQL | Toad |
| Python Fundamentals | WireFrame/Prototyping – Axure |
| Data Loader | Oracle VM, VB setup |
| Deep Learning (In progress) | R (In progress) |
| RPA – Robotics Process Automation  | RDA – Robotics Desktop Automation |

**CERTIFICATIONS:**

* **Automaton Anywhere Functional Analyst**
* **UI Path Business Analyst**
* **UI Path Solutions Architect**
* **UI Path RPA Implementation Methodology**
* **Python**
* **Machine Learning (In Progress)**
* **Work Fusion SPA**

# Professional Experience:

**Client: Technip, Houston, TX Mar 22 to Feb 25**

**RPA/SPA Platform:** **Automation Anywhere & UI Path**

**Role: RPA Business Analyst**

**Project Summary**: Led RPA teams for end to end RPA implementations for financial processes at Technip. All of the projects followed the Agile approach, with a dedicated Scrum master, daily standups, usage of JIRA tool to create user stories and Confluence to manage documentation. Created assessment artifacts to conduct RPA feasibility analysis, complexity analysis. Reported directly to the senior director, and worked with business stakeholders as well as offshore resources.

**Responsibilities:**

* Defined and maintained governance for RPA development methodology, testing practices/standards, and adoption of all automated processes using RPA tools
* Implemented End to End Robotic Process Automation (RPA) using **UI Path**.
* Provided input to Strategic Roadmap ensuring RPA opportunities are prioritized along with other business initiatives
* Governance of - Prioritization, RPA roadmap, and Delivery across automation projects, as well as ongoing Support and Maintenance
* Designed, Developed and tested **Bot** tasks using RPA **UI Path.**
* Initiated discussion on improving business processes utilizing Lean, Six Sigma and Kaizen methodologies
* Identified process enhancements to mitigate redundancy and reduce manual effort
* Created POC’s using **Blue Prism** and **UI Path** for tool comparison.
* Independently manages end-to-end execution of multiple RPA projects, varying in size and complexity
* Lead, direct and manage limited resources to accomplish project objectives on time, within budget and to Supplier and Customer expectations using standard project management tools, techniques and methods. Provide direct client interface and ensure service excellence delivery
* Created process model for windows based application using **UI Path** and testing it in the inbuilt controller provided by **UI Path Studio**.
* Develop business case, business requirements, and business / third party vendor resource requirements for each requested RPA opportunity
* Liaise with Technical Directors and Lead Producers across all business units to ensure RPA alignment with their current and future requirements
* Worked with teams to identify whether their business processes required a RDA or RPA approach
* Coached and encouraged team members to take project ownership and deliver a quality product and service
* Conduct regular process automation review meeting and take care of administrative activities such as record creation, updating of statuses
* Monitor and report issues and risks, as well as their mitigation, related to RPA implementation with IT, business, and third party vendors
* Evaluate existing RPA tools and new third party vendors to provide recommendations to leadership regarding most feasible RPA tools to address defined priorities
* Led the testing and used of Work fusion SPA ML capabilities for their business processes

**Client: Diodes Inc., Thousand Oaks, CA Aug 19 to Feb 22**

**RPA/AI Platform: UI Path & Automation Anywhere**

**Role: RPA Business Analyst**

**Project Summary:** Lead RPA /RDA engagement with client. Lead and created content for Regeneron’s Center of Excellence (CoE) formalized the roadmap for adoption. Defined processes for demand intake, organizational enablement, program management, RPA/RDA development, training & socialization.

**Responsibilities:**

* Created thorough documentation for Regeneron’s RPA Center of Excellence CoE. Participated in senior level meetings and discussions to create a roadmap and outlined a delivery timeline to release and implement various parts of the CoE. Followed an Initial Centralized CoE structure.
* Managed CoE content on client’s Confluence site. Created pages for each CoE operating element.
* Led the initiation of demand intake process for RPA that was introduced to various departments at Regeneron.
* Focused on providing quality service to the client and building trusted long-term relationship
* Led regular senior level meetings with business and IT stakeholders to discuss projects milestones, targets and release dates.
* Focused on Six Sigma improvement methodology to improve business efficiency and effectiveness
* Lead RDA – Robotics desktop automation processes, worked with developers to build effective bots
* Managed the implementation and release of initial RPA processes that were rolled out at Regeneron. Managed RPA developers, provided guidance to Business Analyst and offshore dev team.
* Developed RPA Feasibility analysis templates that were utilized by various departments within Regeneron to conduct fit tests for their processes if they had potential to be automated.
* Developed RPA ROI calculator that was used by departments across Regeneron to calculate their ROI if they were to go the automation route.

**Client: Zynga Inc., San Francisco, CA Jun 18 to Aug 18**

**RPA Platform:** **UI Path**

**Role: RPA Business Analyst**

**Project Summary:** As part of the RPA Implementation team. My role as a RPA Business Analyst was to first introduce RPA/RDA to the client, understand the current business environment and go over the high level design architecture where and how UI Path will be installed and implemented. Led our RPA resource team-both onshore and offshore. In this project we also utilized IBM Watson for one of their processes.

**Responsibilities:**

* Designed Implementation plan to Leverage Robotic Process Automation (RPA) to process Loan Payoff Requests from Lenders and Servicers using a conversational intents using IBM Watson to convert speech to text and using RPA over extracted data.
* Guided the client on which type of RPA platform is best suited for their processes
* Defined Deployment plan and process for the client
* Led our internal RPA team that included Developers and Business analyst with additional offshore RPA developers
* Led full RPA/RDA implementation on clients Appraisal Fee Services – Shift from SOAP API’s to directly hitting vendor’s appraisal management system bypassing API layer
* Led RPA implementation on automating clients Dispute manager
* Led our RPA team to implement client’s vendor management process for automation
* Introduced our companies OCR application that was used by their LOS system
* Created extensive architectural guides for the business
* Led regular meetings with senior management on ongoing projects

**Client: Citibank, Tampa, FL Apr 17 to Jun 18**

**RPA Platform:** **UI Path**

**Role: RPA Business Analyst**

**Project** – UI Path was utilized for this project. The project involved working with the clients EMR system called EPIC. Patient information that was gathered through various document types were to be entered within the EPIC system.

**Responsibilities:**

* Lead full end to end implementation of RPA Deployment for the automation of clients EMR application
* Managed offshore developers and onshore resources
* Worked with Developers to Created various documentation that were utilized in the implentations such as PDD, SDD, Feasibility analysis, Complexity calculators, UAT templates, designed JIRA board utilizing SCRUM methodology.
* Conducted daily Scrum calls, acted as a SCRUM master, PM, Solutions analyst, and reported directly to the Senior VP leading the RPA initiative
* Created and Implemented process matrix for the Business and Technical Analysts on the team.
* Mentored Business Analyst and Technical Analyst to work together on projects and meet deadlines
* Assessed PDD’s and SDD’s after they were completed by the BA’s and TA’s

**Client: Boardwalk Pipelines, Houston, TX Nov 16 to Apr 17**

**RPA Platform:** **UI Path & Automation Anywhere**

**Role: RPA Business Analyst**

**Project** – Global End to end Implementations of various Business Processes using RPA applications like UI PATH, and Automation Anywhere. Worked with Finance, Legal, HR, and TPU teams to develop use cases for Smart automation. Started off as a RPA/RDA Business Analyst, was promoted to a Lead position and did POC’s for various business groups to use specific RPA tools to suit their requirements. Leaned to develop Bots, Tasks, Manual processes, back end data stores, Rules in RPA Applications. Worked on Machine Learning Model Data analysis; lead field level analysis for process and performance improvement and increase the Straight through Processing (STP) and accurate extraction achieved by the bot. Lead day to day stand up meetings with Middle Ware and Development teams to maintain stable UAT and PROD environments for our various RPA business processes.

**Responsibilities:**

* Lead full end to end implementation of RPA Deployment for the entire EMEA and APAC regions on ERP, Legal and TPU applications.
* Created bots in Work Fusion and Automation anywhere for multiple business processes.
* Designed multiple tasks/ bots for various business processes.
* Worked directly with MiddleWare and Technical team to increase bot performance; increasing nodes, bot ids, memory, fixing cache issues, use of HVDI’s, to augment a more stable environment for bots.
* Worked on Automation processes deployed on the cloud. Understanding of Virtual Machine (VM) and RDP into cloud servers to manage bots.
* Utilized Lean kaizen to supplement business transformation
* Used Citrix automation to automate financial processes in Oracle ebs application
* Created Rules in WorkFusion for business process implementation
* Created User stories in JIRA to document all business requirements for processes.
* Developed Human/Manual Tasks, and processes in WorkFusion application.
* Developed back end Datastores in WorkFusion and implemented automatic
* Created Time in Motion (TiM) studies to analyze human performance as part of COE initiatives.
* Created bots/automatic processes in Automation Anywhere – processes to extract web data, inset into excel on a scheduled time frame daily.
* Used AA (Automation Anywhere) control tower to create automatic processes via web recorder, tasks- creating loops and variables for automating financial processes.
* Lead Demo sessions to showcase Automation Anywhere and WorkFusion capabilities to various business departments to automate their business processes.
* Built UML, process flow diagrams to document current process
* Built Workspace for exceptions handling.
* Created and configured Trigger table for bot and tested the rules for accuracy.
* Created Learn sets, Training sets for Machine Learning models
* Developed RPA bot extraction and performance reporting for senior management, showing accuracy and efficiency of bots deployed in production.
* Actively part of migrations from Dev to Prod. Environments for enhancements, fixes and upgrades.
* Promoted to lead position based on positive performance in ML Model process improvements and financial business process end to end implementations.
* Conducted Proof of Concept discussions with various team managers on which RPA tool to use for their business processes. Discussed various capabilities of top RPA tools in the market, and which one to implement based on cost, efficiency, functionality, and maintenance.
* Presented demo’s on various automation tools to business for their specific processes.
* Conducted Design session with business stakeholders to get high level insights into their business processes, their needs and expectations and displayed the RPA bots capabilities to automate those processes.
* Played a Lead role in implementing bots to fully automate various P2P financial processes.
* Created in Scope requirements and delivery dates were divided into phases.
* Conducted one on one meetings with business, gathered high level requirements to determine if current business process is in scope or out of scope for automation.
* Meetings with department heads to see which current applications are to be sunset and which ones need to be automated.
* Analyzed business requirements to determine which RPA application is the best candidate to automate the business process.
* Created Commonality matrix across EMEA and APAC regions to help develop code that is common across all countries in the same region.
* Created an AS IS – TO BE documents to show current processes and after it has been automated.
* Created Business workflow with Visio to show steps where bot can be used to automate a manual process.
* Authored multiple BRD’s/PPD’s for various business processes that required automation.
* Developed UAT testing document to test all scenarios covering business requirements.
* Actively created Epics and User stories in JIRA for all requirements; tested all scenarios and verified the results. Created tickets for defect management and worked and engaged with various teams like dev team and middleware team to resolve production issues as they arise.
* Provided RPA training and operational support to business users after go live.
* Participated in daily Stand-up meetings conducted by the Scrum master, as part of the Agile approach our projects were based on
* Worked on Machine Learning Model Metrics and provided a weekly report to management.
* Developed bots in Automation Anywhere to automate tasks for internal manual processes.
* Worked on Automation Anywhere and Work Fusion system configurations in UAT and PROD environments.
* Created sandbox environments in Automation applications as well as in Oracle Financials applications for testing purposes.
* Coordinated with Business Operations, Dev leads, Testers, DBA’s, and management heads during internal, and external testing phases till go live and prod. Support.

**Client: FedEx, Memphis, TN Apr 17 to Nov 17**

**RPA Platform:** **UI Path**

**Role: RPA Business Analyst**

**Project –** Implementation of Oracle r12 modules – GL, AR, AP, FA for various operating units. Worked on KoFax in procure to pay cycle to automate financial processes. Responsible for complete implementation of Oracle Financials R12 modules for multiple operating units. My role at this job had multiple responsibilities from creating BR-030, BR-100, and TE-040 to MD050 documents, to creating CRP1, CRP2, CRP3 and overseeing our global testing and production support team. Directly responsible for month end production issues support.

**Responsibilities:**

* Worked on Kofax automation in the P2P business processes.
* Designed business tasks for automation for Kofax implementation.
* Gathered business requirements for financial processes to automate with Kofax, later tested scenarios and supported the business processes after go live.
* Led & coordinated tasks related to conversion and mapping of requirements from legacy systems into Oracle Financials R12.
* Proficient in SQL developer to query data from backend database.
* Actively involved in implementation and integration activities with modules such as- Account Payables, General Ledger, Cash Management, Order Management, Account Receivables, iExpense.
* Responsible for performing the end to end testing of Customized AR Invoice Import Programs, AR Transaction Detail Report and AR Customer Interface Program Designed scripts for each scenario specified in the MD050. Worked on defects, fixing it and retesting the scripts.
* Worked in an agile implementation project life cycle.
* Worked on the Auto Invoice Setups in Oracle AR – setting up the sources, line ordering rules, grouping rules and line transaction flex field
* Worked on the Revenue Recognition process in AR module
* Identified existing gaps, worked on solutions, and collaborated with the technical team to develop workarounds and customizations to enhance efficiency of existing business process.
* Created Sandbox and UAT environments in R12 for the modules implemented.
* Initiated training sessions and walk-throughs within the application.
* Preparing functional design specification, validation scripts, test cases and testing
* Defined Chart of Accounts, Calendar, Currencies and Set of Books
* Defined cross validation rules for invalid combinations of cost centers
* Identified existing gaps when moving from legacy to Oracle, worked on solutions, and collaborated with the technical team to develop workarounds and customizations to enhance efficiency of existing business process.
* Worked in an Agile environment. Project was divided into multiple sprints. Tasks were logged in JIRA, and bugs/defects were also assigned to developers using JIRA
* Initiated training sessions and demos in workshops for business ops team members.
* Developed custom FSG reports based on user requirements
* Issue maintenance requests for all system and balance errors
* Key responsibilities also include management of User Acceptance Testing cycles and end user documentation; Efficiently organized test plan and scenarios for functionality testing and conducted business end-to-end manual testing
* Developed Test Scripts and Executed Test Scripts.
* Created custom WebADI’s
* Analyze the Bank statement mapping to resolve issue of transaction number in bank statement
* Set up the changes required in AR and GL for the auto reconciliation in CE.
* Assisted Dev team to create custom views for end users.
* Worked directly with Business users to provide support on issues with various modules and raise tickets for enhancement requests.
* Created SR’s with Oracle to debug issues; worked with our Dev team to apply patches Oracle has recommended.
* Participated in the financial accounting Month-end and Year End close process to ensure financial sub-ledgers, Accounts Payable (AP) Fixed Assets (FA) close successfully

**Client: SERVCO, Honolulu, HI Apr 14 to Apr 17**

**RPA Platform:** **UI Path**

**Role: RPA Business Analyst**

**Project** – Setups for P2P modules for multiple business units, created scripts and performed UAT testing, developed Class Room Pilots (CRP), delivered Production support for issues after go live.

**Responsibilities:**

* Actively involved in implementation and integration activities with modules such as- Account Payables, Purchasing, General Ledger, and Cash Management.
* Interacted with the users to understand the business requirements
* Authored MD050s for customizations.
* Created BR-100’s – BRD’s to gather business user requirements.
* Designed workflow customization and punch-out catalog. Define requisition template and system profile options. Extract catalog and item data. Setup of approval hierarchy, approval groups and approver assignment,
* Worked on creating Custom reports on OBIEE.
* Create New bank accounts, suppliers, supplier sites, and related trading partner information.
* Created Users, Responsibilities, Menu, Request groups, DFF segments, Security Rules, Cross validation rules, Profile options.
* Defined Payment terms, and setup discount policy for early payments.
* Created Service Requests with Oracle support to fix issues with application.
* Created TE-040 Testing documents and performed internal testing in UAT environment.
* Used Data loader to create calendars.
* Setup purchasing module for certain operating units. Defined tolerances, payment methods, payment terms, 3 way matching rules.
* Defined legal entities, created new accounting strings as per business requirements.
* Configured AP Financials, Payable System and Payables options, Vendors and Sites, Bank and Bank Account for Fund Disbursements.
* Used Web ADI’s to load journals to GL

**Client: Drivestream Corporation Sterling, VA Aug 13 to Mar 14**

**RPA Platform:** **UI Path**

**Role: RPA Business Analyst**

**Project** – In charge of P2P financial processes. Managing offshore AP operational team. Oversaw day to day data entry and payment processing. Managed global financial accounts. Managed Companies administrative, sales, marketing cost.

**Responsibilities:**

* Managed onshore AR team and offshore P2P teams for day to day financial processing.
* In charge of data transfer, data integrity from legacy financial application to newly licensed application.
* Responsible for managing product backlog, working with the product owner to manage project scope (in scope and out of scope) and sprints for project lifecycle
* Oversaw integration of legacy and newly licensed financial application. Conducted many rounds of workshops and meetings with developers and operations to properly transfer financial data while maintaining data integrity for compliance and reconciliations.
* Daily standup with the Dev and Ops team on project schedule, targets and KPI’s.
* Manage the design, development, and implementation of projects to include, but not limited to gathering and defining the project requirements; obtain staffing requirements; and form projected teams.
* Developed methods, procedures, and quality objectives including metrics for assessing progress; utilize established project standards, procedures, and quality objectives.
* Conducted project kickoff meetings; communicated individual roles and project expectations; ensure all project team members have the tools and training required to perform effectively.
* Developed detailed project plans and schedules.
* Provided work direction and leadership to assigned projects, including scheduling, assignment of work, and review of project efforts.
* Participated in interactive, on-site meetings during normal business hours on a regular and predictable basis.
* Monitored project milestones and critical dates to identify potential risk to project schedule; identified ways to resolve schedule issues; keep management current on any changes.
* Assessed variances from the project plans; gathers metrics, and develops and implements changes as necessary to ensure that the project remains within specified scope and is within time, cost, and quality objectives.
* Conducted formal quality assurance reviews with business sponsor during and upon project completion to confirm acceptance and satisfaction.
* Reported directly to the Vice President of the company with project updates and financial reporting.
* Instituted an Agile workflow in the company to achieve better results in an iterative process of implementing and delivering requirements.
* Interviewed multiple candidates for IT, and Financial positions ranging from Business Analyst, QA testers and applications SME’s.
* Initiated conversations with Dev and operational teams to improve efficiency and better error handling strategies.
* Responsible for maintaining strategic relationships with our clients and vendors.
* Improved performance and efficiency of business processes for higher profit margins.
* Responsible for leading IT application implementation, reviewing activities of all team members involved in delivering the final product.