**PROFESSIONAL SUMMARY**

Detail-oriented and certified RPA Developer with 7+ years of experience automating business processes, supporting IVR systems, and delivering scalable automation solutions. Experienced working within Agile/Scrum frameworks, emphasizing secure, compliant design practices and collaboration. Known for mentoring junior developers and driving technical innovation with a hands-on, results-first approach. Eager to take on formal leadership opportunities in dynamic technology environments.

**Key Skills & Competencies**

|  |  |
| --- | --- |
| * RPA Development: UiPath Studio & Orchestrator, Foxtrot Automation * IVR & Telecom Support: Telecom Systems Checks, IVR Log Analysis, Genesys Cloud CX, Cisco, Enghouse * Process Optimization: Automation Analysis, Custom Reporting * Currently exploring agentic AI frameworks and tools to enhance automation and reasoning capabilities. * Cybersecurity in Automation: Access control, secure data handling, risk mitigation | * Mentorship: Peer coaching, onboarding junior developers, training best practices * Technical Stack: Java, C#, ASP.NET, SQL, HTML/CSS, PHP * Tools & Platforms: MECM, Jira, Linux, SharePoint, Amazon Polly, SharePoint, CMS, Microsoft Office, ServiceNow * Leadership Traits: Communication, Mentorship, Ownership * Experience designing automations solutions in both Healthcare & Financial industries. |

**CERTIFICATIONS**

* Foxtrot RPA Specialist
* Genesys Cloud CX – In Process

**PROFESSIONAL SUMMARY**

RPA Developer **06/2021 to Present**

**Convey Health Solutions | Fort Lauderdale, FL**

* Designed telecom system checks using UiPath; reduced manual process time by 40%
* Document Understanding Processes for identification and redaction sequences based on OCR and coordinate based processes
* Create custom reporting using data from dissimilar systems
* Provided IVR monitoring, support, QA testing, and configuration for call center environment
* Analyze and developed business process candidates for automation
* Administrate UiPath Orchestrator through automation schedules and robot deployment
* Collaborate with vendors and providers to expedite resolution on issues relating to escalation, enhancements, and support.

CONTRACT IT sUPPORT **04/2021 to 05/2021**

**Rooms to Go | Seffner, FL**

* Imaging computers, laptops, tables and mobile devices
* Used MECM and some Active Directory
* Hardware Configuration and setups
* ServiceNow ticketing system

Business Process Specialist **03/2018 to 09/2019**

**CommonWealth One Federal Credit Union | Alexandria, VA**

* Foxtrot RPA Developer: Developed, tested, and maintained various applications for automating manual processes
* Analyzed system configurations, data, workflows, and application support
* Developed, modified, and maintained workflows & digital forms
* General site & Content Management System maintenance
* Communicated/coordinated with vendors to resolve bugs & errors, request enhancements, etc.
* SQL / MySQL Reporting: Developed, tested, automated, and maintained various reports, ad hoc queries, and data extracts
* Administrated and developed audio files for phone systems using Sound Forge and Amazon Polly.
* Develop and maintain Cisco phone system files, Cisco Reports & Dashboards
* Used Jira and other ticketing applications to maintain and update support tickets

Application Support Analyst **01/2008 to 01/2010**

**CR Software | Fairfax, VA**

* Application & Server-side support on Linux operating systems using command line
* Supported IVR Dialer systems issues
* Installed, configured, and provided ongoing configuration management for various custom applications
* Used Jira to track, maintain and update support tickets
* Collaborated with developers, analysts, and project managers to expedite incident resolutions
* Processed over 25 support requests weekly for technical assistance on wide range of issues related to custom applications and server issues
* Tested, Identified, and documented bug and programming modification requests for development teams
* Customer training on vendor modules and custom applications
* After hours remote client support

**EDUCATION**

B.S | Applied Information Technology - 2016

**George Mason University, Fairfax, VA**

* Majored in Web Development
* Minored in Business
* Member of GMU Investor Club