

SHIVA SHANKAR BANDLA

Robotic Process Automation (RPA) Developer

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PROFESSIONAL SUMMARY

Highly accomplished RPA Developer with 5+ years of experience in designing, implementing, and leading end-to-end automation solutions across diverse industries. Adept at leveraging cutting-edge technologies such as RPA, UiPath, AI/ML, Generative AI, and NLP to streamline complex business processes, reduce operational costs, and improve service delivery. Demonstrated ability to lead cross-functional teams, manage enterprise-scale automation projects, and drive innovation by adopting emerging tools and frameworks. Expert in UiPath, with strong programming and cloud deployment skills. Passionate about enabling digital transformation through intelligent automation and fostering continuous improvement.

KEY SKILLS

- **Skill Set:** Full Stack RPA Developer [Requirement Gathering, Design, Development, Deployment, and Maintenance], UiPath, Studio, RE Framework, Automation Cloud, Gen AI, AI Center, Intelligent Document Processing (Document Understanding), ML, Natural Language Processing, Communication Mining, Action Center, Integration Services, API Automation, Public Endpoints, Version Control and Collaboration, SQL, Oracle, Salesforce, ServiceNow, Insurance Claims Processing, AP & AR Management, Healthcare Revenue Cycle Optimization, Interpersonal Skills, Strong Technical Skills, Quality Improvement, Critical Thinking, Team Collaboration, SLA Adherence, Stakeholder Management, RPA Governance and Compliance, Reporting & Analytics.
- **Expertise:** Proven experience in automating end-to-end Human resource and healthcare domain, BFSI operations, Knowledge of ICD-10 and CPT coding principles and guidelines, Knowledge of Medicare, managed care, and commercial insurances, Strong knowledge of healthcare billing regulations and payer reimbursement policies, regulatory compliance (HIPAA, CMS, GDPR guidelines), revenue cycle management, scrum/Agile methodologies, risk management and stakeholder analysis & management.
- **Certifications:** UiPath Certified Professional Automation Developer, Specialized AI Associate, Azure Fundamentals (AZ 900) and Azure Methodology.

PROFESSIONAL EXPERIENCE

Capgemini Technology Services

Process Lead - Client: Swiss Re

April 2023 – January 2024

- Collaborated with cross-functional stakeholders to gather business and technical requirements and created the design and support documentation, including the process definition document (PDD), solution design document (SDD), test case documents, operation handbooks, and change request document.

- Developed end-to-end complex automation solutions using UiPath, conducted stakeholder demos to obtain sign-off, and deployed bots to the production environment.
- Migrated 50+ UiPath robots from on-prem SharePoint to SharePoint cloud platform using APIs integration and Azure App Registration with Oath authentication, ensuring secure document access and improved system performance.
- Developed automated solutions for HR processes such as new hire creation, employee relocations, automated HR documentation, profile creation, and system updates to improve accuracy and turnaround time.
- Developed UiPath automation for TPA financial bookings and reserve updates for Brownstone and Bottom-line Insurance Agency, streamlining manual tasks and improving accuracy and turnaround time.
- Provided Hypercare support post-deployment and ensured ongoing production support, maintenance, and performance optimization.
- Reviewed and implemented business-driven change requests and successfully implemented required updates in the automation solutions while maintaining the existing process, and updated the documentation accordingly.
- Performed detailed peer reviews to uphold development quality, promote reusability, and ensure automation workflows aligned with UiPath best practices and standards.
- Promoted from Senior Associate to Process Lead for consistently exceeding KPIs, demonstrating strong SDLC skills.
- Recognized with Appreciation and Reward/Recognition awards for exceptional performance in driving successful automation outcomes.
- Actively participated in Agile Scrum process (JIRA), including daily stand-ups, sprints, and retrospectives, ensuring timely and collaborative execution of RPA projects.
- Contributed to sprint reviews and retrospectives, identifying process improvements and refining project approaches to enhance RPA project delivery.

Senior Associate - Client: AECOM

August 2021 – April 2023

- Contributed to Design Documentations: Process Definition Document, Solution Design Documents, Test Case Document, Operations Handbook/Run-book, and Change Request Document.
- Lead cross-functional teams, Automated key processes in Human Resource (HR) and Healthcare projects, reducing manual effort and streamlining operations using APIs (Postman, REST, SOAP, JSON, XML).
- Deployed and monitored Production bot executions, achieving a 98% success rate during initial deployments and 99% accuracy after testing with UiPath.
- Optimized bot processes, improved execution efficiency, reduced failure rates, managed exceptions and performed Incident Management resolution in coordination with support teams.
- Implemented security protocols, particularly in credential management, and ensured compliance with (SOC, GDPR) standards for customer data handling, security, scalability and performance.
- Actively participated in internal and client calls to ensure project alignment and enhance communication.
- Conducted RPA audits, debugging and identifying improvements and driving updates that enhanced bot performance.

- Managed internal and client interactions in the absence of team leads, maintaining a 98% client satisfaction rate.
- Received client appreciation for delivering clear and concise proposals, leading to an increase in proposal acceptance rates.
- Provided technical guidance, mentored junior developers, and provided hands-on guidance in RE-Framework, exception handling, and Orchestrator scheduling, deployment, and best practices.
- Recognized with multiple performance awards for driving successful automation outcomes.

Hinduja Global Solutions

Software Engineer Automation - Client: Redington

June 2019 – August 2021

- Promoted from Associate Software Engineer to Software Engineer full-time role due to exceptional performance, consistently surpassing production, quality, and operational goals, achieving over 110% of performance targets in RPA-related tasks.
- Collaborated with business analysts, system architects, and SMEs to gather and analyze process requirements and ensured they aligned with the overall business process and objectives.
- Developed and deployed 10+ complex RPA solutions using UiPath and Automation Anywhere 2019, integrating with enterprise systems (SAP, Oracle), Web, PDF extraction, Excel, and email automation.
- Quickly adapted to multiple RPA projects in the pilot batch, contributing to the successful rollout of automation initiatives and Continuous improvements with a 95% accuracy rate in initial tasks.
- Exceeded RPA production and quality targets, consistently achieving 120% of monthly productivity targets while maintaining a 98% quality score across various healthcare automation processes.
- Led internal quality audits for RPA processes, identifying opportunities for automation optimization and process improvements that led to an increase in team efficiency and higher-quality outputs.
- Automated high-volume invoices, including Accounts Receivable (AR), Payment processing, Invoice generation, Denial Management, and Eligibility Verification, automated key tasks, and contributed to a reduction in claim denial rates and improvements in revenue cycle management.
- Awarded Best Performer of the Quarter twice consecutively for driving process automation that increases cash flow by leveraging RPA solutions to streamline manual workflows.

EDUCATION

Webster University | Saint Louis, MO

Jan 2024 – Aug 2025

Major: MS Cybersecurity Operations

CMR Institute of Technology | Hyderabad, India

July 2015 – July 2018

Major: Mechanical Engineering