TARIGONDA LOKESH REDDY

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SUMMARY

RPA Solution Architect with 8+ years building and scaling enterprise automations across banking, insurance, telecom, and healthcare. Deep UiPath expertise across Studio, Orchestrator, Test Suite, AI Center, Action Center, and Document Understanding. Strong in solution architecture, API orchestration, IDP, test automation, and production support. Comfortable leading cross-functional teams and instituting standards that raise code quality, reliability, and security. Hands-on with Generative AI and NLP to power email triage, knowledge retrieval, and unstructured document workflows.

CORE SKILLS

- **RPA**: UiPath Studio, Orchestrator (Cloud/On-Prem), ReFramework, Test Suite, AI Center, Action Center, Queueing, Triggers, Assets, Schedules
- **GenAI + AI/ML**: Azure OpenAI, GPT-based models, UiPath Document Understanding, IDP, OCR, embeddings search, prompt engineering, retrieval-augmented automation
- **Integrations**: REST, SOAP, Salesforce, SAP, Web/Desktop/Mainframe apps, custom connectors
- **Engineering**: C#, VB Script, JavaScript, HTML/CSS, XML, SQL, Shell, VBA, ETL, Visual Studio
- **Data**: SQL Server, Oracle 11g/12c, MySQL
- **DevOps/QA**: CI/CD for bots, GitHub, SVN, BDD, unit/functional/regression suites, Jira/Test Manager
- **Ways of Working**: Agile Scrum, Kanban, Waterfall, release management, hypercare, RCA, observability

EXPERIENCE

Frontier Communications — Texas
RPA Solution Architect | Dec 2021 – Present

- Own end-to-end architecture for a large automation portfolio spanning 200+ sub-processes, setting standards for design, security, performance, resiliency, and maintainability across business functions.
- Translate business cases into scalable solutions; drive opportunity assessment, scope, sizing, SLAs, NFRs, and release planning with product, ops, audit, and platform teams.
- Lead an 8-person squad of developers, BAs, and QA; institute code review gates, branching strategy, and reusable asset libraries that raise delivery velocity and reduce defects.
- Build hybrid RPA + GenAI flows using UiPath AI Center and Azure OpenAI for email intent detection, auto-summaries, and response drafting; integrate embeddings search to resolve tickets faster and reduce human touchpoints.
- Implement robust test automation with BDD and UiPath Test Suite; wire up CI/CD to publish, test, and promote packages through environments with controlled approvals.
- Integrate with Salesforce and SQL workloads for case creation, enrichment, and reconciliation; design throttling, retry, and idempotency patterns that protect upstream systems.
- Stand up observability using Orchestrator logs, custom telemetry, and alerting; run incident triage, conduct RCAs, and harden bots with circuit breakers, fallbacks, and queue-based backpressure.
- Drive governance: solution design reviews, PDD/SDD approval, security checks, credential vaulting, data handling policies, and periodic audits aligned to enterprise standards.
- Deliver hypercare after each release, monitor bot runs, resolve exceptions, and close feedback loops with process owners to keep throughput and accuracy trending up.

Almarai (BDC Info) — India
Senior RPA UiPath Developer | May 2020 – Nov 2021

- Used process mining to surface friction points and quantify automation ROI; prioritized a backlog that targeted high-volume, rule-heavy tasks across HR and finance.
- Built UiPath workflows that integrated Arabic↔English translation, DU/OCR, and SAP updates to streamline payroll and onboarding while improving data integrity.
- Created GenAI-assisted extraction and summarization for unstructured docs; hardened models with validation stations and human-in-the-loop checks for edge cases.
- Engineered resilient data pipelines to SQL Server; added incremental loads, reconciliation logs, and checkpoints to support reliable downstream reporting.
- Developed custom connectors for process-mining outputs and UiPath queues so teams could iterate quickly on discovered improvements.
- Wrote comprehensive test cases and regression packs; automated execution in Orchestrator and captured results back to Jira for traceability.

- Partnered with stakeholders across IT and business to socialize KPIs, maintain SLAs, and institutionalize continuous improvement.
- Trained developers and power users on DU, AI Center, orchestrations, and best practices to expand in-house capability.

Warner Bros — India
RPA Developer | Feb 2018 – Apr 2020
- Automated SAP and Order-to-Cash routines with UiPath, including invoice capture via OCR and DU, validation rules, and exception routing; saved 20 hours of manual work weekly called out by the business.
- Coordinated process discovery workshops; mapped current state, defined happy paths and exception paths, and translated them into modular workflows and reusable components.
- Built orchestrations across ERP, CRM, and HRIS; standardized credentials, assets, and config management to simplify environment moves.
- Implemented queue-first designs with business-priority handling and SLAs; reduced stuck items by adding watchdogs, retries, and human delegation.
- Extended UiPath with custom activities for content classification and structured export, improving downstream reconciliation times.
- Stood up smoke, functional, and regression suites; tuned robots for schedule density, concurrency, and resource usage.
- Authored SDDs, runbooks, and support guides; enabled first-line ops to resolve common incidents without escalation.
- Delivered post-go-live care and optimizations that kept success rates high and error rates predictable.

Cisco — India
RPA Associate Developer | Sep 2016 – Jan 2018
- Automated quarterly/semiannual/annual partner rebate processing over 10M+ transactions, moving from manual spreadsheets to orchestrated, audited runs.
- Wrote high-volume data handling in UiPath and C# to bypass 32-bit memory limits: chunked reads, streaming writes, XML staging, and dynamic sheet splitting for Excel.
- Built Oracle integrations to execute multi-stage scripts; added checkpoints and balance controls to verify transformations at each step.
- Automated FTP ingestion and secure report distribution with audit trails; reduced transfer failures with resume and integrity checks.
- Implemented end-to-end exception management: business vs system error taxonomy, notifications, recoveries, and SLA-based escalations.
- Scheduled and monitored jobs in Orchestrator aligned to Cisco's financial calendar; tuned queues and runtime to meet peak-period throughput.
- Partnered with QA on BAT/UAT, logged change requests, and readied packages for production with deployment checklists and rollback plans.
- Provided hypercare, captured production learnings, and fed them back into reusable patterns and guardrails.

EDUCATION & CERTIFICATIONS
- **UiPath Advanced Developer (ADPv1)**
- Bachelor's Degree in Computer Science