

# TEJA VEERA SAI THOTA

## RPA DEVELOPER

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### SUMMARY

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RPA Developer with 4 years of experience in designing, developing, and deploying automation solutions using UiPath, Blue Prism, and PEGA RPA. Skilled in end-to-end bot development, exception handling, process optimization, and orchestrator management. Proficient in integrating automation with APIs, databases, and monitoring platforms like Splunk and Kibana. Adept at requirement gathering, solution design, and cross-functional collaboration. Strong foundation in Python and SQL with hands-on experience in secure and scalable automation delivery across healthcare and finance domains.

### SKILLS

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<b>RPA Platforms:</b>	UiPath, Power Apps, Blue Prism, Microsoft Power Automate, Pega RPA
<b>Programming Languages:</b>	Python, SQL, C, C++, Java, C#, VB.Net, JavaScript, HTML, CSS
<b>Process Discovery &amp; Mining:</b>	UiPath Process Mining, ABBYY Timeline, Celonis
<b>Automation Design Tools:</b>	UiPath Studio, UiPath StudioX, Blue Prism Design Studio
<b>Orchestration &amp; Management:</b>	UiPath Orchestrator, Blue Prism Control Room
<b>Document Understanding:</b>	UiPath Document Understanding, ABBYY FineReader, Microsoft Form Recognizer
<b>Process Optimization:</b>	Lean Six Sigma Concepts, Process Mapping, Value Stream Mapping, PDD/SDD Documentation
<b>Version Control:</b>	Git, GitHub, Bitbucket, Azure DevOps, SVN
<b>Database Technologies:</b>	MS SQL Server, Oracle DB, PostgreSQL, MongoDB
<b>Testing &amp; Debugging:</b>	UiPath Test Suite, Selenium, Postman Testing
<b>Security &amp; Compliance:</b>	Role-Based Access Control (RBAC), Credential Vaults, GDPR, HIPAA Compliance
<b>Reporting &amp; Analytics:</b>	Kibana, Power BI, Tableau, UiPath Insights
<b>Scheduling &amp; Monitoring:</b>	Cron Scheduling, UiPath Scheduler, Control Room Scheduling
<b>Other Tools/ Skills:</b>	Jira, Confluence, Trello, Slack, Agile/Scrum Methodologies, Problem Solving, Analytical Thinking, Process Re-engineering, Client Communication, Documentation Writing

### EXPERIENCE

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#### RPA Engineer | Centene Corporation, USA

Aug 2024 – Present

- Collaborated with business analysts and solution architects to transform business rules into automated decision frameworks, ensuring regulatory compliance for Medicaid and Marketplace products.
- Automated manual claims adjudication workflows by developing UiPath robots, reducing claim processing time and minimizing human error across high-volume healthcare transactions.
- Structured automation frameworks in UiPath Studio by building modular components, enabling faster updates and reusability across claims and enrollment processes.
- Designed PEGA RPA flows to handle real-time enrollment verification by integrating directly with member management systems, reducing enrollment backlog and ensuring data integrity.
- Scripted Python-based data handlers to pull and validate member information from internal APIs, empowering bots to process 50,000+ records monthly with improved decision accuracy.
- Tuned SQL Server queries to optimize bot-driven data retrieval from claims and finance databases, reducing data fetching latency and improving workflow responsiveness.
- Implemented error handling and retry mechanisms within UiPath bots to automatically resolve transient issues, reducing manual interventions and ensuring smoother unattended automation.
- Secured bot credentials using UiPath Orchestrator Assets, enforcing encryption policies and protecting sensitive healthcare and member information according to Centene's cybersecurity protocols.
- Created detailed Process Design Documents (PDDs) and Solution Design Documents (SDDs) to ensure transparent knowledge transfer and long-term maintainability of automation assets.

- Automated the generation and validation of financial reconciliation reports between healthcare claims and payment systems using UiPath, supporting internal audits and regulatory compliance.
- Supported production bots post-deployment by tuning performance parameters and applying hotfixes, contributing to a 35% improvement in claims turnaround times across automated departments.
- Integrated robot monitoring dashboards through Orchestrator to track job failures and success rates, enabling proactive incident management and reducing downtime by 40%.

#### **RPA Developer | Sonata Software, Hyderabad, India**

**Aug 2021 – Jul 2023**

##### **Client: EY Private Limited**

- Developed and deployed end-to-end RPA solutions using UiPath and Blue Prism, streamlining finance and audit workflows and improving process efficiency and data accuracy.
- Managed a fleet of 400+ Blue Prism bots and 150+ UiPath bots, acting as the single point of contact (SPOC) for a critical UK-based finance automation bot, ensuring uptime, SLA adherence, and continuous performance optimization.
- Implemented robust exception handling frameworks to enable auto-recovery from common failures, reducing manual interventions and preventing business disruptions.
- Designed and built custom retry mechanisms and real-time alert systems, significantly improving error detection and reducing incident response time across automation pipelines.
- Managed Work Queues in both Blue Prism and UiPath, implementing dynamic load balancing and prioritized transaction processing, improving throughput for mission-critical processes.
- Provided L1 and L2 support for all deployed bots, successfully handling over 500 general incidents, 200+ critical incidents, and 300+ service requests through ServiceNow, ensuring high bot availability and operational continuity.
- Administered bot scheduling, monitoring, and job execution via UiPath Orchestrator and Blue Prism Control Room, ensuring timely completion of automation tasks and SLA compliance.
- Configured environment parameters, queue management rules, and user access controls to maintain secure, role-based RPA operations.
- Created and optimized Splunk dashboards and automation scripts for proactive health monitoring of bots, improving transparency and enabling real-time diagnostics.
- Designed and maintained Kibana dashboards to track automation KPIs and identify trends, enabling data-driven decisions for process enhancement.
- Leveraged ServiceNow for ticketing and incident management related to UiPath, Blue Prism, and Kibana workflows, ensuring smooth escalation and resolution.
- Actively participated in automation testing and deployment cycles, validating RPA workflows against live business scenarios and ensuring production-readiness.
- Collaborated with cross-functional teams including business stakeholders, IT teams, and QA analysts, aligning RPA solutions with business goals and ensuring integration with legacy systems.

#### **Associate RPA Developer | Wipro, India**

**Jul 2020 – Jul 2021**

- Participated in requirement gathering sessions with business stakeholders and conducted feasibility analysis to evaluate automation potential, ensuring the selection of high-impact processes.
- Assisted in designing and developing RPA solutions using UiPath and Blue Prism to automate repetitive finance and operations processes, increasing team productivity.
- Developed automation scripts to streamline data entry, validation, and report generation tasks, significantly reducing manual processing times for critical reporting cycles.
- Conducted comprehensive unit testing and debugging of RPA bots to ensure smooth and efficient bot execution, improving bot stability before production deployment.
- Prepared detailed user documentation, training guides, and SOPs for the developed automations, enabling seamless adoption by business users and ensuring consistent process execution.

## **EDUCATION**

**Master of Science in Computer Science** – California State University, San Bernardino, CA, USA

**Bachelor of Technology in Computer Science and Engineering**- Ramachandra College of Engineering, Eluru, India

## **CERTIFICATIONS**

- **UiPath Certified Professional Automation Developer Professional (UiPath-ADPv1)**
- **Microsoft Certified: Power Automate RPA Developer Associate(PL- 500)**