

Durga Bhavani Anagani

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**SUMMARY**

* A dynamic and results-oriented professional with over 6 years of experience in **Data Analyst** and **3+** specialized experience in **Robotic Process Automation** (RPA) development using UiPath.
* Expertise in **Desktop** **Automation** and **Web Automation**, successfully automating business processes across a wide range of applications and systems.
* Skilled in collaborating with business users to analyze existing processes, recommend RPA solutions, and develop automation workflows using **UiPath** software, enhancing business operations, reducing manual errors, and optimizing efficiency.
* Hands-on experience in end-to-end **RPA project development**, from requirement gathering, designing automation solutions, implementation, testing, and deployment using **UiPath Studio, Orchestrator**, and various **UiPath Activities**.
* In-depth experience with **Data Scraping** and **Screen Scraping** techniques, leveraging advanced OCR engines such as **MS OCR** and **Google OCR** for extracting unstructured data from various documents and web sources.
* Expertise in managing RPA processes using **Orchestrator,** including setting up and managing **Queues, Assets, Robots**, and ensuring effective **Robot Execution** and **scheduling**.
* Extensively used **RE Framework** to design robust, scalable workflows for automating complex business processes.
* Adept at UiPath **Document Understanding**, having implemented end-to-end automation solutions that integrate **OCR** and **Machine Learning** for intelligent document processing and extraction of structured data from various types of documents, including invoices, receipts, and forms.
* Strong knowledge and hands-on experience in automating tasks in **Excel, PDF, Email,** and web portals, reducing manual effort and human errors.
* Experience automating applications such as **Web, Excel, Outlook**, and Web PDF forms, applying logic using **IF/Else, For Each, While,** and **Do While** loops in bots.
* Involved in creating **PDD (Process Definition Documents)** and **SDD (Solution Design Documents)** in collaboration with SMEs to ensure clear and effective documentation and alignment with business requirements.
* Proficient in interacting with various email services such as **POP3, IMAP,** and **Outlook** to automate email handling and processing.
* Hands-on experience using **Credential Manager** for maintaining, securing, and retrieving user credentials in automation processes.
* Applied various exception handling techniques within workflows, such as **Try Catch, Throw**, and Global **Exception Handling**, to ensure smooth process execution and error management.
* Implemented **Attended** and **Unattended** **Bots** to automate processes in real-time or on-demand, optimizing workflow and enhancing operational efficiency.
* Developed **AI-driven automation solutions** using UiPath AI Center, integrating machine learning models for intelligent decision-making.
* Implemented **Document Understanding** to automate unstructured data processing using OCR and ML extractors.
* Hands-on experience with **AI-driven automation** (e.g., AI/ML models, OCR, NLP, ChatGPT).
* Integrated **Agentic AI** with UiPath Orchestrator to enable self-learning bots that adapt to dynamic process changes.

 Utilized **UiPath HTTP Request** and **SOAP Web Service** activities to retrieve and process data.

* Implemented API authentication methods, including OAuth and API key-based authentication.
* Expertise in using **Selectors** for interacting with **Windows** and **Web Browsers** to perform continuous navigation.

**TECHNICAL SKILLS**

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| **Category** | **Skills/Tools** |
| **Programming Languages** | Visual Basic, SQL, Python, Power BI (DAX, Power Query), Excel (Advanced formulas, Pivot Tables, VLOOKUP), Power Query, Advanced Excel |
| **RPA Tools** | UiPath (Studio, Orchestrator, Assistant), Automation Anywhere, Blue Prism, Power Automate |
| **RPA Frameworks** | RE Framework, Document Understanding, UiPath Orchestrator Queues, Attended/Unattended Bots |
| **Machine Learning** | UiPath AI Center: Integration with ML APIs for enhanced document understanding and processing workflows, LLM’s, Process Mining, Open AI |
| **Databases** | MS SQL Server, MySQL, MS Access, Oracle, SQL Server Integration Services (SSIS) |
| **OCR/ICR Technologies** | UiPath OCR, MS OCR, Google OCR, ABBYY Flexi Capture, Intelligent Character Recognition (ICR)  |
| **Version Control Tools** | Git, TFS, SVN |
| **Web Services** | APIs (REST, SOAP), JSON, XML, WSDL, Swagger |
| **Cloud Platforms** | UiPath Cloud Orchestrator, Azure, AWS (Basic) |
| **Data Analysis & BI** | Data Analysis, Data Visualization, Dashboard Development, Power BI Reporting |
| **Project Management Tools** | Jira, Trello, Asana, MS Project, Confluence |
| **Methodologies** | Agile, Scrum, Waterfall |
| **Tools** | MS Visio, MS Excel, MS Word, PowerPoint, SQL Management Studio, Notepad++ |

**CERTIFICATIONS**

* UiPath RPA Developer Foundation (2021.1.0)
* Certified Advanced RPA Developer (UiARD) (in progress)

**EDUCATION**

**BACHELOR OF TECHNOLOGY IN COMPUTER SCIENCE ENGINEERING**

Jawaharlal Nehru Technological University, Kakinada, Andhra Pradesh, 2015

**PROFESSIONAL EXPERIENCE**

**Client: Nationwide Insurance Jan 2025– till date**

**Title: UiPath Developer**

**Responsibilities:**

* **End-to-End RPA Implementation**: Led the design, development, and deployment of end-to-end Robotic Process Automation (RPA) solutions using UiPath to automate business processes.
* **UiPath Document Understanding:** Extensively worked with Document Understanding (DU) capabilities to extract structured data from unstructured or semi-structured documents (invoices, receipts) by applying OCR techniques.
* Implemented data validation checks to ensure accurate extraction of fields such as invoice number, date, customer details, and total amount.
* Utilized **Document Understanding** capabilities for extracting specific data fields (e.g., invoice number, date, customer details) from **scanned PDFs** and **images**, improving accuracy and reducing manual processing time.
* **Invoice Data Extraction with OCR & ICR:** Developed and deployed a UiPath workflow to automatically extract key data fields (invoice number, customer details, and total amount) from scanned PDF invoices using Intelligent Character Recognition (ICR) technology.
* **OCR Processing:** Leveraged UiPath’s OCR, ICR, and Get OCR Text activities to digitize documents, extract data, and integrate it into automated workflows. Enhanced the accuracy of data extraction through Present Validation Station and Post-Processing validation checks.
* **Orchestrator Utilization for Monitoring and Management:** Utilized Orchestrator for centralized management of RPA assets, robots, and workflows. Deployed, monitored, and scheduled automation processes, ensuring smooth execution of both Attended and Unattended Bots in production environments.
* **Efficient Troubleshooting:** Managed the troubleshooting of automation processes by analyzing logs and exceptions via Orchestrator, improving process stability and reducing downtime.
* **Mail Automation with UiPath**: Integrated with various mail services such as Outlook and IMAP to automate the retrieval of email messages, process attachments, and store data from emails into relevant systems or databases.
* **Screen Scraping and Data Extraction:** Utilized advanced Screen Scraping techniques (Native, Full- Text, OCR) for extracting data from desktop applications and websites.
* **Data Scraping for Structured Data:** Used the Data Scraping method in UiPath to extract structured data from web applications and documents and store the extracted information in Excel spreadsheets or databases for downstream processing.
* **Automation of PDF Text Extraction:** Automated text extraction from PDF documents using UiPath’s Screen Scraping and OCR capabilities to process invoices, perform calculations, and store results in structured data tables for further processing and analysis.
* **Robust Error Handling and Exception Management:** Applied robust error handling strategies, including Try-Catch blocks, to ensure smooth execution of automated workflows and minimize disruption in case of unforeseen issues.
* **Attended and Unattended Robots Management:** Maintained and managed the lifecycle of both Attended and Unattended Robots, ensuring effective resource allocation and optimized performance across different automation workflows.
* **Documentation and Process Design:** Created and maintained documentation, including Process Definition Documents (PDD), Solution Design Documents (SDD), and workflow diagrams, to ensure clear communication and standardization of automation processes.

**Client: HSBC Feb 2021 – April 2024**

**Title: UiPath Developer**

**Responsibilities:**

* Developed and optimized automation solutions using **UiPath Studio** for both **desktop** and **web-based** applications, utilizing **data scraping** and **web scraping** techniques to efficiently capture and process structured data from various sources.
* Proficiently applied **Robotic Enterprise Framework** (RE Framework) for automation workflows, implementing **Queue Management** using **Orchestrator** for both Development and Production environments.
* Developed and implemented the **Dispatcher** and **Performer** components of **RE Framework** to meet specific business needs, ensuring scalability and efficient process execution.
* Managed **Attended** and **Unattended Robots** using Orchestrator, ensuring seamless remote execution, monitoring, scheduling, and centralized management of robot logs and work queues.
* Worked extensively with **Document Understanding**, using **OCR** and **ICR** technologies to extract data from complex documents, such as invoices and contracts, and integrating them into structured workflows.
* Designed and developed **UI selectors** for identifying and interacting with **UI elements** across applications, enabling reliable and robust automation.
* Created and maintained work queues and automated processes within the **Orchestrator**, ensuring smooth communication between robots and business applications.
* Analyzed business requirements and translated them into high-level **Use Cases**, **Activity Diagrams**, and State Chart Diagrams to ensure alignment with business goals and seamless automation.
* Designed automation workflows using both flowcharts for complex logic and sequences for simpler automation, adhering to industry best practices for automation design.
* Configured, developed, and managed a virtual workforce (bot development), ensuring bots were optimized for execution across different environments.
* Authored **Process Definition Documents (PDD)** and **Solution Design Documents (SDD),** aligning automation solutions with business requirements and maintaining clear documentation for seamless deployment.
* Integrated **data extraction, data validation,** and **data processing** capabilities within automated workflows, streamlining business processes and significantly reducing manual labor while ensuring accuracy.
* Specialized in the development of automated solutions for data processing, integrating workflows with Excel automation, performing data manipulation, data entry, and comparison of columns within spreadsheets.
* Automated complex workflows across **Windows** and **web applications**, improving efficiency and ensuring consistent automation performance.
* Implemented exception handling within automation workflows, leveraging the RE Framework to manage project states and handle errors efficiently.
* Utilized **Excel automation** to streamline repetitive tasks such as data entry, appending data, and data comparison, reducing manual intervention and error rates.
* Worked with **Email integration** using **Outlook** and **IMAP** to automate email processing, such as retrieving messages and save the attachments, further enhancing the overall automation process.

**Client: Reliance Retail, Hyderabad, India June 2019–Jan 2021**

**Title: Data Analyst**

**Responsibilities:**

* Created **Power BI dashboards** to track customer behavior, sales by region, product performance, and cart abandonment.
* Wrote **SQL queries** to pull customer and order data from company databases for reports and analysis.
* Built **Excel reports** to help the business forecast inventory and reduce product returns.
* Collected and cleaned data from **multiple sources** like website logs, vendor files, and sales systems.
* Worked with marketing teams to find insights on **customer purchases and return patterns**.
* Helped the logistics team find issues in delivery time and improve order tracking.
* Analyzed **daily, weekly, and monthly sales reports** to help teams track business performance.
* Identified **best-selling and slow-moving products** using historical sales data.
* Helped marketing team by providing **customer segmentation** (e.g., new vs. repeat customers).
* Worked with Excel formulas and pivot tables to prepare quick **summary reports for leadership**.
* Used **Power Query** in Power BI and Excel to clean messy data before creating reports.
* Monitored product returns and found top reasons for return using category-wise analysis.
* Used filters, slicers, and charts in **Power BI** to make dashboards interactive for business users.
* Tracked **customer journey from landing page to checkout** to help improve conversion rates.
* Shared weekly reports through **Power BI dashboards and Excel sheets via email/SharePoint**.
* Found data quality issues and reported them to the IT team for corrections.
* Built **Power BI dashboards** to track customer support KPIs such as average handling time (AHT), first call resolution (FCR), and ticket backlog.
* Wrote **SQL queries** to extract call center data from service management and CRM systems for real-time and historical reporting.
* Created **Excel-based daily and weekly support performance reports** for management, with trend analysis and charts.
* Analyzed call logs, ticket data, and customer satisfaction surveys to identify **service gaps and areas for improvement**.
* Automated repetitive reporting tasks using **Power Query and macros in Excel**, reducing manual workload by 50%.
* Supported the customer experience team with data insights for **escalated case resolution and SLA monitoring**.