

OVERALL SUMMARY:

- Overall 10+ years of experience including RPA Developer with 9 years of expertise in UiPath, AA360 and Blue Prism, experienced in delivering automation solutions for banking and large-scale environments such as Microsoft's Data Center.
- Certified UiPath Advanced Developer with a proven track record in designing and implementing automation solutions to optimize business processes and improve efficiency.
- Expertise in UiPath Document Understanding to extract, classify, and process structured and unstructured data from scanned documents, PDFs, and images.
- Hands-on experience with OCR technologies including UiPath OCR, Tesseract, Google Cloud Vision OCR, and Microsoft Azure OCR for data extraction and automation.
- Experience in training and fine-tuning machine learning models within UiPath AI Fabric for better recognition and classification of document types.
- Possesses excellent knowledge of UiPath Orchestrator for Managing and Monitoring automation workflows.
- Experience in Agile Point NX 7.0.
- Hands-on experience with Automation Anywhere, including expertise in Automation Anywhere 360 (A360).
- Hands-on experience on Silverlight Technology.
- Ability to Work individually or in a team to meet the delivery deadline.
- Proficient in leveraging Blue Prism's Process Studio, Object Studio, and Control Room to design, deploy, and manage robust RPA solutions, ensuring seamless automation and operational efficiency.
- Proficient in deploying code through CI/CD pipelines, utilizing Jenkins and UrbanCode to ensure efficient and reliable package delivery.
- Possess excellent knowledge of data types and data transfer techniques using JSON, along with extensive experience working with message queue systems such as MQ and Kafka services for efficient data handling and communication.
- Strong expertise in implementing automation solutions using XML, SOAP, and REST services to streamline processes and improve operational efficiency.
- Skilled in collaborating with cross-functional teams to analyze business requirements and translate them into effective RPA solutions, ensuring alignment with organizational goals.
- Skilled in implementing and optimizing UiPath Document Understanding solutions to automate document processing, extract key data, and streamline workflow efficiency.
- Experience working with UiPath Automation Suite and UiPath Cloud, including setting up, managing, and deploying automation solutions to improve business processes.
- Developed a Digital Worker utilizing Machine Learning and Artificial Intelligence capabilities to monitor the Electrical equipment's performance in the Microsoft's Data Center and detecting the service personnel actions through ML and AI.
- Experienced in conducting RPA assessments, developing proof of concepts, and implementing best practices to ensure successful automation outcomes.
- Proficient knowledge in Automating Web Based, Mainframe, Desktop based applications using UiPath and Blue Prism.
- Good Knowledge in Unit testing, Integration testing, Regression testing.
- Involved in creating and modifying the flow diagrams, sequence diagrams using Microsoft Visio.
- Knowledge and good understanding of SQL and NoSQL and experience working with databases like Oracle and SQL Server.
- Experienced in working with both Waterfall and Agile methodologies to deliver high- quality software solutions.
- Hands-on experience as a UI Front-End Developer with a strong understanding of front-end technologies and best practices.
- Designed and developed presentation layer using JSP pages and JavaScript.
- Comprehensive knowledge and experience in HTML5, DOM, CSS3, JavaScript, and adhering to W3C standards.
- Handled various data formats, including XML and JSON, for data exchange.
- Proficient experience in using version control tools such as GIT and JIRA for defect tracking also performed all necessary day-to-day GIT support for different projects.
- Experience in build tools like Jenkins and used service versioning tools like GitHub.
- Proficient in developing various customized views using JavaScript, HTML5 and CSS3.

TECKNICAL SKILLS:

Robotic Process Automation: BluePrism, AA, Ui Path and Agile Point NX7, Power Automate
Database: SQL server Management Studio, MS Access
Testing Tools: Jira, Postman
Tracking Tools: Kanban
Methodology: Waterfall and Agile

Cloud Services: AWS
Version Control: Git
Automation Server: Jenkins
Scripting: Git Bash
Programming Languages: C#, HTML, VBScript, JavaScript, PowerShell, SQL, Power BI

CERTIFICATIONS:

- UI Path Certified Developer

EDUCATION:

Jawaharlal Nehru Technological University (JNTU), Anantapur, Andhra Pradesh, India

- Bachelor of Technology (B.Tech) in Electrical and Electronics Engineering (EEE) - Graduated in 2011

Jawaharlal Nehru Technological University (JNTU), Anantapur, Andhra Pradesh, India Master's (M. Tech) in Electrical Power System (EPS) - Graduated in 2015

PROFESSIONAL EXPERIENCE:

Wright-Patt Credit Union, Inc

Sr. RPA Lead

Description:

Columbus, OH
03/2024 - Till Date

Wright-Patt Credit Union (WPCU) is a US credit union or financial cooperative headquartered in Beavercreek, Ohio. The credit union was originally headquartered in Fairborn, Ohio; however, it relocated in early 2014. WPCU is registered as a state-chartered credit union, is the largest member-owned credit union in Ohio, and is one of the 50 largest credit unions in the United States. As of February 2022, WPCU has over \$7.1 billion in assets, and over 446,000 members. WPCU is federally insured by the National Credit Union Administration (NCUA), which insures accounts in federal and most state-chartered credit unions in the United States. Deposits with Wright-Patt Credit Union are insured to \$250,000

Responsibilities:

- Participated in client requirement gathering sessions and conducted in-depth analysis of business needs for automation opportunities.
- Drafted Process Definition Documents (PDD) and Solution Design Documents (SDD) outlining automated solutions for manual business processes using AA360 and UiPath.
- Developed automated solutions by creating bots and reusable components using AA360 and UiPath, following enterprise coding and naming standards.
- Implemented Dispatcher-Performer architecture using UiPath REFramework and modular TaskBots in AA360 to ensure scalable, maintainable solutions.
- Provided end-to-end support for developed bots across all environments, including monitoring, issue resolution, and enhancements.
- Troubleshoot production issues by analyzing logs, reviewing bot behavior, and conducting root cause analysis to implement fixes efficiently.
- Applied RPA best practices for both AA360 and UiPath, including version control, code reusability, and modular design.
- Implemented robust error-handling and exception management in both AA360 (Try-Catch blocks, Error Handling Packages) and UiPath REFramework.
- Designed and maintained work queues for efficient task management and parallel processing in AA360 Control Room and UiPath Orchestrator.
- Developed intelligent automation workflows using UiPath Document Understanding and AI Center, and integrated IQ Bot alternatives in AA360 for invoice processing and document extraction.
- Integrated OCR engines like Google Vision and ABBYY with RPA workflows in both platforms to automate data entry and text extraction.
- Migrated legacy Blue Prism automations to UiPath and AA360, optimizing and refactoring for performance and maintainability.
- Designed RPA solutions leveraging AA360's Control Room and UiPath Orchestrator for optimal deployment and scalability.
- Integrated APIs and external scripts (Python/JavaScript) with AA360 and UiPath to fulfill complex business logic requirements.
- Developed daily reporting workflows to extract queue data from UiPath Orchestrator and AA360 Control Room APIs, categorizing output into business/system exceptions and emailing results to stakeholders.

- Created Functional Requirements Questionnaire (FRQ) documents by collaborating with business stakeholders and process SMEs.
- Implemented automation reporting dashboards and delivered presentations to clients showcasing automation impact and ROI.
- Participated in Agile ceremonies such as Daily Stand-ups, Sprint Planning, and Retrospectives to ensure timely delivery of automation stories.
- Coordinated with cross-functional teams for backlog grooming, story point estimation, and task assignments during sprints.
- Configured credential vaults and role-based access in AA360 Control Room and UiPath Orchestrator to ensure secure credential handling and environment separation.
- Built environment-specific configurations using config files and orchestrator assets for scalable deployment across DEV, QA, and PROD environments.
- Utilized bot runners and device pools in AA360 to efficiently distribute bot workloads and reduce execution time.
- Developed custom packages and command-line scripts to extend AA360 functionality when native commands were insufficient.
- Optimized object cloning and DOM-based selectors for web automation in legacy and modern web applications, overcoming dynamic element challenges.
- Integrated Microsoft Power Automate and SharePoint with UiPath for end-to-end process automation across cloud platforms.
- Used Automation Anywhere MetaBots (prior to AA360) and transitioned logic to modular TaskBots, ensuring reuse and maintenance ease.
- Implemented concurrent execution and parallel bot design using multiple triggers and queue-based orchestration to support high-volume use cases.
- Performed post-deployment validation checks via automated email and database lookups to confirm successful bot execution.
- Used Control Room APIs and UiPath Orchestrator APIs to schedule bots, fetch logs, and build integrations with enterprise dashboards.
- Collaborated with infrastructure teams to enable bot deployment via CI/CD pipelines using tools like GitHub Actions and Bamboo.
- Created centralized logging and alerting mechanism via email, Teams webhook, and log files to notify on failures or critical alerts.
- Developed and maintained bot audit trails for internal compliance and external regulatory checks in banking and healthcare domains.
- Conducted performance tuning by minimizing screen interactions, using background processes, and splitting large workflows into optimized subprocesses.
- Created template-based reusable frameworks in UiPath (based on REFramework) and AA360 (modular bot design) to accelerate future bot development.
- Handled JSON, XML, CSV, and Excel file transformations to prepare input and output formats dynamically as required by different systems.
- Delivered post-implementation documentation, including bot architecture diagrams, exception flowcharts, and SOPs for L1/L2 support teams.
- Automated Symitar's thick-client Windows application using keystroke simulation and computer vision to retrieve account data, loan details, and transactional histories.
- Developed bots for OnBase Windows client to upload and tag scanned loan documents, and integrated with OnBase REST API to retrieve SARs, disclosures, and financial statements by member ID.
- Created bots for Verafin alert handling, including login, alert review, automatic dismissal of low-risk alerts, and exporting of flagged alerts to OnBase for compliance reporting.
- Built fraud workflow bots that cross-referenced Verafin alerts with Symitar transaction history before uploading audit documentation to OnBase.
- Automated document classification and upload to MeridianLink, validating metadata (e.g., member ID, loan type) and ensuring correct document routing into application folders.
- Used Document Understanding in AA360 to extract structured data from driver's licenses across various U.S. states, creating and training learning instances to handle layout variations.
- Integrated business rule validation logic (e.g., age verification, license expiration) into the DL extraction process and routed documents through AA360 Work Queues.
- Designed and deployed a multi-bot architecture to dynamically pick up DL processing tasks, perform validation, and push data into Symitar and MeridianLink systems.
- Implemented a fallback queue for low-confidence document extraction, enabling human-in-the-loop verification for audit-sensitive workflows.

- Scheduled bots via AA360 Control Room with SLA-based triggers and secure credential vaults, optimizing workload distribution and monitoring bot health in PROD/QA.
- Automated daily and monthly report downloads from Symitar, Verafin, and internal portals, storing results in secure locations and sending summary logs to stakeholders.
- Automated intake and upload of files for Wire Transfers, Incident Reports, Member Complaints, and KnowBe4 training completion logs, reducing manual administrative tasks.
- Integrated AA360 with Microsoft Graph API via a custom Kong Gateway endpoint to embed images and audit logs into SharePoint-based OneNote notebooks, ensuring compliance documentation was captured consistently.
- Used API key authentication (no OAuth2) through the Kong endpoint to securely interact with Graph API using AA360 REST API actions, enabling document automation in a restricted environment.
- Maintained SQL and Excel-based audit logs of all document uploads, downloads, and exceptions across platforms to support internal reviews and compliance reporting.
- Performed unit testing to validate logic, identify defects, and ensure alignment with business requirements during development.
- Deployed automation solutions into QA environments for validation across various test cases and business scenarios.
- Deployed bots to QA and Production environments and provided ongoing production support, including monitoring and failure recovery.

Environment: AA360, UiPath, SQL Server, VBA, VBA.NET, Visual Studio, web services, windows, MS Excel, MainFrame, Microsoft Graph API, REST APIs.

Fannie Mae
Sr. RPA Lead

Washington, DC
09/2023 – 04/2024

Description:

The Federal National Mortgage Association (FNMA), commonly known as Fannie Mae, is a United States government-sponsored enterprise (GSE) and, since 1968, a publicly traded company. Founded in 1938 during the Great Depression as part of the New Deal, the corporation's purpose is to expand the secondary mortgage market by securitizing mortgage loans in the form of mortgage-backed securities (MBS), allowing lenders to reinvest their assets into more lending and in effect increasing the number of lenders in the mortgage market by reducing the reliance on locally based savings and loan associations (or "thrifts"). Its brother organization is the Federal Home Loan Mortgage Corporation (FHLMC), better known as Freddie Mac.

Responsibilities:

- Configured Blue Prism V7 environments (DEV, TEST, PROD) and managed infrastructure setup for banking automations involving loan processing, data validation, and regulatory reporting.
- Developed Digital Workers in Blue Prism to automate loan onboarding, income verification, and credit scoring processes, integrating with internal APIs, Excel-based templates, and third-party credit bureaus.
- Integrated Machine Learning (ML) models to monitor exception-prone areas such as document discrepancies and service flags during mortgage servicing and collateral review, enhancing compliance and audit readiness.
- Automated data extraction from scanned PDF bank statements and loan documents using Tabula, converting unstructured inputs into standardized formats for use in downstream workflows.
- Enhanced Blue Prism's Word VBO to generate password-protected loan summary reports, log creation timestamps to SQL Server, and support automated emailing to secure distribution lists.
- Migrated legacy Blue Prism processes to Appian and AA360, transforming logic for use in Appian's low-code case management platform and building modular bots in AA360 for data handling and validations.
- Designed Appian workflows for loan exception handling, borrower communication triggers, and multi-tiered approval processes, integrating with banking core systems and internal services.
- Used AA360 Control Room for bot scheduling, execution monitoring, and integration with enterprise credential vaults and exception queues.
- Leveraged ServiceNow ITSM to track and manage automation incidents, enhancements, and service requests, ensuring controlled releases and operational compliance.
- Collaborated with business, QA, and infrastructure teams through ServiceNow workflows to coordinate automation deployments, escalations, and post-release validation.
- Authored detailed PDDs and SDDs with alignment to Fannie Mae seller/servicer guidelines, conducting walkthroughs with underwriters, risk, and compliance teams.
- Built hybrid automation architecture where Appian managed end-to-end process flow and AA360 bots executed backend data entry, reconciliation, and reporting tasks.
- Developed SQL-backed audit logging mechanisms and error-handling routines in Blue Prism and AA360 to ensure traceability and compliance with regulatory standards.

- Participated in automation CoE governance, recommending reusable objects and frameworks for processes tied to mortgage origination, servicing, and investor reporting.
- Automated daily report generation and exception categorization for investor-facing communications, including success/failure breakdowns and compliance metrics.
- Contributed to loan boarding and refinance process automation, reducing manual intervention and turnaround time across Fannie Mae's servicing channels.
- Automated mortgage forbearance and hardship case workflows in Appian, integrating conditional logic and SLA timers to escalate urgent borrower cases for manual review.
- Designed AA360 bots for escrow account validation, ensuring property taxes and insurance payments met Fannie Mae compliance criteria across thousands of monthly accounts.
- Implemented automated loan document classification and indexing using Blue Prism and Tabula to extract borrower details, loan numbers, and amortization schedules from PDFs.
- Built automated reconciliation workflows for investor reporting, comparing internal servicing data with Fannie Mae investor delivery summaries and flagging exceptions.
- Developed eligibility automation logic for HomeReady and refinance products, reading borrower data from intake forms and validating against underwriting rules.
- Integrated Blue Prism with internal loan servicing systems (e.g., Sagent or Black Knight MSP), simulating mainframe or web interactions to update borrower records in real time.
- Automated MERS ID validations, checking enrollment status and updating master servicing data via
- Designed Appian dashboards for loan pipeline tracking, with real-time status updates for underwriters and servicing agents based on bot outputs.
- Implemented fraud detection triggers that flagged loans with mismatched SSNs or duplicate borrower IDs across systems, using AA360 for backend scans and SQL queries.
- Created bot-run audit logs that recorded every field changed on borrower records and timestamped each action to support compliance and internal audit teams.
- Automated ARM loan re-pricing workflows, identifying loans reaching adjustment periods and triggering rate review processes using bot-extracted data and API rules.
- Developed real-time notification systems using SMTP integration in Blue Prism and Appian to alert servicing agents about failed investor rule checks or manual override requests.
- Conducted regression testing of migrated Blue Prism bots after rebuilding logic in Appian or AA360, ensuring zero deviation in loan decisioning logic.
- Participated in monthly release cycles and production pushes, preparing runbooks, rollback plans, and deployment checklists for regulatory workflows.
- Handled daily load balancing across AA360 runners for high-volume bots such as payment posting, ACH validation, and investor remittance scheduling.
- Integrated Appian forms with e-signature and document upload modules, automating customer communication for post-closing documentation.

Environment: Blue Prism v7, Appian, AA360, SQL Server, Tabula, Python, MS Excel, VBA, REST APIs, ML/AI Models, Windows Server

Raytheon Technologies

RPA Lead Developer

Farmington, CT

04/2020 – 08/2023

Description:

Raytheon Technologies is an American multinational aerospace and defense conglomerate headquartered in Waltham, Massachusetts. It is one of the largest aerospace, intelligence services providers, and defense manufacturers in the world by revenue and market capitalization. Raytheon Technologies (RTX) researches, develops, and manufactures advanced technology products in the aerospace and defense industry, including aircraft engines, avionics, aerostructures, cybersecurity, guided missiles, air defense systems, satellites, and drones. The company is also a large military contractor, getting a significant portion of its revenue from the U.S. government.

Responsibilities:

- Translated BRDs into technical specifications and created SDDs for enterprise RPA solutions using Blue Prism and UiPath.
- Developed scalable, reusable business objects and end-to-end automation processes in Blue Prism for SAP, Citrix, Mainframe, and web-based applications.
- Built modular UiPath solutions using REFramework, including queue integration, retry mechanisms, and layered exception handling.
- Integrated Blue Prism web services with AgilePoint NX7 to automate full-cycle workflows combining form inputs and backend RPA logic.
- Automated data validations and updates using Azure SQL, executing complex queries and stored procedures within bot logic.

- Created responsive AgilePoint web forms using HTML, CSS, and JavaScript, tied to backend RPA workflows.
- Developed REST API-based integrations to exchange data with internal and third-party systems in both Blue Prism and UiPath.
- Configured and maintained work queues in UiPath Orchestrator and Blue Prism Control Room for scalable task management.
- Built and maintained CI/CD pipelines using Jenkins to automate testing and deployment of UiPath automations.
- Used Git/GitHub for version control and collaboration, managing branches, commits, and pull requests across teams.
- Automated ServiceNow Incident and Change workflows using REST APIs, enabling seamless BOT deployment tracking, failure handling, and audit-ready approvals across on-prem and cloud environments.
- Used ServiceNow as the central operations hub for monitoring BOT health, queue backlogs, and environment issues, ensuring proactive issue resolution and clear communication with business and infrastructure teams.
- Designed automated test scripts and data strategies to support unit, regression, and UAT testing.
- Developed reusable email automation frameworks, handling attachments, parsing, and rule-based routing.
- Implemented global and business exception handlers with detailed logging for traceability and audit compliance.
- Created auto-recovery logic in bots to resume from checkpoints post system interruptions or failures.
- Built reconciliation and reporting bots using Excel and SQL, flagging exceptions and emailing summaries to business users.
- Applied dynamic selectors and anchor-based targeting in UiPath for stable and UI-resilient automation.
- Used OCR and image-based techniques in Blue Prism to automate Citrix terminals and non-HTML UI components.
- Produced full automation lifecycle documentation for design, UAT, deployment, and monitoring.
- Performed root cause analysis (RCA) and resolved production failures with minimal downtime.
- Participated in Agile ceremonies, delivered sprint items, and coordinated closely with PMs and BAs.
- Estimated development efforts, assisted in sprint planning, and supported project tracking and reporting.
- Mentored junior developers, led code reviews, and enforced reusable design and development standards.
- Monitored bot health with Power BI dashboards and orchestration logs, identifying trends and optimization areas.
- Created deployment impact assessments and rollback strategies, reducing risk during release cycles.
- Automated AgilePoint change request approvals, integrating form metadata with bots and document storage workflows.
- Built DR-ready bot deployment packages, using environment-neutral configuration files and scripts.
- Maintained secure robot credentialing and access control, aligned with enterprise security policies.
- Worked with automation governance teams, validating new opportunities and proposing scalable designs.
- Integrated SAP GUI versions 740, 750, and 760 with Blue Prism using native SAP mode and region-based selectors for stable and version-compatible automation.
- Automated creation of sales orders, purchase orders, and inventory updates using frequently accessed TCodes like VA01, ME21N, MM01, and others within Blue Prism workflows.
- Downloaded structured tabular data from SAP transactions and exported it to Excel and SQL Server for downstream reconciliation and reporting.
- Developed and maintained custom SAP GUI scripting (.vbs) for repetitive SAP operations and embedded those scripts within Blue Prism code stages to improve reliability and execution speed.
- Handled SAP pop-ups, modal dialogs, and session management using dynamic element targeting, reducing failure due to screen or element position changes.
- Built reusable Blue Prism business objects specific to SAP GUI automation for logon, navigation, search, data entry, and export tasks.
- Validated SAP output screens and tables using text match, control IDs, and success messages to ensure end-to-end process integrity.
- Created conditional workflows that dynamically selected the correct SAP version instance based on user profile, machine, or environment configurations.

United Technologies Corporation
RPA Lead Developer

Farmington, CT
01/2019 – 03/2020

Description:

United Technologies Corporation (UTC) was an American multinational conglomerate headquartered in Farmington, Connecticut. It researched, developed, and manufactured products in numerous areas, including aircraft engines, aerospace systems, HVAC, elevators and escalators, fire and security, building automation, and industrial products, among others. UTC was also a large military contractor, getting about 10% of its revenue from the U.S. government.

Responsibilities:

- Understanding BRD (Business Requirement Document) and communicating with operations and end users to gather all the information
- Building Solution Design Document (SDD) and Business Requirement Document (BRD)

- Development Business Objects with BluePrism Tool.
- Integrating BluePrism web service into Agile point NX7
- Daily attend the scrum meeting and give to the daily working status
- Web, Windows and Citrix, SAP, Mainframe based application automation.
- Exception handling and Problem solving.
- Analyzing the problems and implement the processes to improve.
- Work with PMs to create effort estimation documents.
- Work with BAs to understand stakeholder and functional requirements
- Work with BA to design To Be solution and create Solution document
- As a member of development team to design the workflow and execute the requirement successfully.
- As a part of Quality Assurance team for all the project, involved in Initial testing, User Acceptance Testing (U.A.T) & Deployment of live environment.
- Manages support functions planning, tracking, reporting and internal communication.
- Work with on live project status report and ensure to send it to management with 100% quality.
- Review the failure & exception cases and fix the bug at immediate manner and send back the RCA to team & operations as well.
- Proficient in using Blue Prism bots to create automated processes for bridging the gap between on-premises and cloud-based systems within Microsoft Azure.
- Demonstrated expertise in designing and implementing Proof of Concepts (POCs) that integrate Blue Prism with Azure Cognitive Services to enable advanced functionalities, such as text and image recognition, sentiment analysis, and language understanding.
- Integrated ServiceNow with RPA platforms (Blue Prism/UiPath) and monitoring tools (Splunk) to automate incident creation, alerting, and resolution for BOT failures, improving SLA compliance and production stability.
- Provided Level-2 production support using ServiceNow ITSM, handling incident, problem, and change workflows, performing root-cause analysis, and coordinating releases through CI/CD-aligned change management.
- Leveraged Blue Prism bots to create automated workflows for interfacing between on-premises systems and Microsoft Azure cloud services.
- Developed and maintained automation processes using UiPath, following the RE Framework best practices to ensure modularity and reusability.
- Collaborated with business analysts and stakeholders to gather automation requirements and conducted feasibility studies.
- Implemented Git and GitHub as the version control system, actively participating in creating commits, managing branches, and handling pull requests.

Cigna
RPA Developer

Bloomfield, CT
11/2017 – 01/2019

Description:

The Cigna Group is a for-profit American multinational managed healthcare and insurance company based in Bloomfield, Connecticut. Its insurance subsidiaries are major providers of medical, dental, disability, life and accident insurance and related products and services, the majority of which are offered through employers and other groups (e.g. governmental and non-governmental organizations, unions and associations). Cigna is incorporated in Delaware.

Cigna offers Medicare and Medicaid products and health, life and accident insurance coverages primarily to individuals in the U.S and selected international markets. In addition to its ongoing operations described above, Cigna also has certain run-off operations, including a Run-off Reinsurance segment. In the Phoenix metropolitan area, Cigna runs a full-service staff-model health maintenance organization with satellite clinics throughout the region, known as the Evernorth Care Group (formally Cigna Medical Group). Cigna Global Health Benefits also operates under the Cigna corporation.

Responsibilities:

- Development of business requirement using BP.
- Developed and deployed Blue Prism automations for browser, Windows, and legacy systems to streamline healthcare processing across departments.
- Integrated automation with Cigna's core healthcare applications, including QNXT for claims/member data, MHK for care management, and Tabula for data.
- Built custom automations to support SNP and Non-SNP workflows, reducing manual intervention and aligning with CMS compliance.
- Automated Medicare and Medicaid workflows, including eligibility validation, enrollment form processing, and member record updates.
- Designed bots for 101 Ambulance workflow automation, capturing request details, verifying medical codes, and submitting standardized responses for approval routing.

- Created dynamic Blue Prism objects and workflows using Process Studio and Object Studio, ensuring reusable components for TCode execution, form entry, and validation.
- Developed end-to-end data extraction and transformation automations using Excel, CSV files, and SQL Server integration for claims reconciliation and provider updates.
- Utilized OCR for printed form data extraction, including provider directories, member ID cards, and scanned authorization requests.
- Performed image-based automation using Blue Prism and UiPath for Citrix applications and non-HTML interfaces, using screen scraping and image recognition techniques.
- Used UiPath to handle data cleansing, duplication checks, and structured web scraping from healthcare reporting systems.
- Built reusable UiPath workflows using REFramework, incorporating business exception handling, retry mechanisms, and email alerting.
- Created bots that interfaced with MS Access to migrate legacy operational data into SQL-driven systems and reconcile inconsistencies.
- Automated error handling using structured logging with log files, email notifications, and Blue Prism's built-in exception stages.
- Defined Blue Prism user roles, access policies, and credential vault entries for secure, audit-ready deployment in production.
- Worked with Business Analysts and operations to document Process Definition Documents (PDDs) and Solution Design Documents (SDDs) for every automation candidate.
- Automated repetitive report generation, Excel template population, and submission of daily performance data to management teams.
- Supported deployment and post-deployment monitoring for production bots, addressing exceptions, queue errors, and unexpected input cases.
- Used string operations and regex to sanitize and compare medical codes, address fields, and member identifiers.
- Worked with multiple TCodes in SAP for provider and claim validation, automated using scripting embedded in Blue Prism.
- Generated weekly exception reports, RCA logs, and dashboards summarizing bot performance, efficiency gains, and business impact metrics.
- Developing new Processes and Objects using core workflow principles that are efficient, well structured, maintainable and easy to understand.
- Design solution, Implemented BluePrism frame work (Connectors, VBO, Process studio, control room and System manager) work to update the Provider directory from excel, website data using OCR (Optical character recognition) from printed material.

Environment: MS Excel, BluePrism, UI Path, SQL Server, Access, aws

CMS IT Services Application Development

**India
05/2016 - 09/2017**

- Updated and maintain existing web pages and web sites.
- Participated in requirement-gathering meetings and conducted comprehensive analyses of existing application functionalities to assess the technical feasibility of solutions using use cases and formal methodologies.
- Created UI components for the Personal Lending Project .
- Setting up HTML based templates using ES 6 template literals and creating independently deployable CSS modules.
- Creating and maintaining API gateways for multiple stage environments to support SDLC best practices..
- Using GIT version for the version controls and deploying the developed code using the Jenkins build servers.
- Used Jenkins build servers to achieve the Continuous Integration and Continuous Deployment (CICD) and to automate the build and release processes to support development, testing and production environment.
- Supporting the developed code in all environments and making enhancements to the web application.
- Identified issues by troubleshooting the codebase, analyzing defects in code modules, conducting root cause analysis, and implementing fixes to resolve defects.
- Working closely with QA team and Production team in testing and validating User Stories ensuring defects are documented and corrected.
- Performing code reviews and helping maintain code quality, performance, and application responsiveness.
- Reviewing and validating the software requirements and functional design specifications.
- Participated in story grooming, estimated effort, prioritized tasks, and ensured the 'definition of done' was met for all user stories.
- Submitted weekly status reports detailing completed tasks for the current sprint and outlined plans for the upcoming week's tasks within the Agile development lifecycle.

Environment: HTML, CSS, SQL Server, Adobe Dream Wear.