

Richard W Creavalle

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Accomplished intelligent automation leader with deep expertise in Kofax/Tungsten Capture, Transformation, and RPA, designing and deploying high-performance document-processing and financial automation solutions. Proven record of modernizing complex workflows, scaling enterprise-grade capture platforms, and delivering measurable gains in accuracy, throughput, and cost efficiency. Adept at partnering with business and technology leaders to define automation roadmaps, translate requirements into production-ready solutions, and drive organization-wide adoption of AI-powered capture and decisioning. Experienced in leading cross-functional development teams, improving engineering practices, and achieving strong user satisfaction through reliable, scalable, and insight-driven automation.

Areas of Expertise

- Kofax / Tungsten Automation (Capture, KTM, TotalAgility) – 15+ years
- OCR & Intelligent Document Processing (IDP) – 15+ years
- SQL & Data Engineering for Automation Pipelines – 15+ years
- Robotic Process Automation (RPA): Kofax RPA, Automation Anywhere, Power Automate, UiPath
- AI-Driven Extraction & NLP / ML in Capture Workflows
- API + Microservice Development & Integration – 5+ years
- Conversational AI & LLMs (ChatGPT, Claude)
- Document Classification & Sentiment / Text Analytics
- Solution Architecture & Automation Strategy
- Cross-Functional Team Leadership & Coaching
- Enterprise Automation Program Governance & Delivery

Professional Experiences

Insight Consultants | Dallas, TX (Remote)

2023 – 2024

Technical Key Account Manager

Coordinated seamless setup and implementation of advanced budgeting software solutions to boost financial performance. Liaised with project managers and stakeholders to guarantee successful delivery of financial technology projects.

- Drove pre-sales discovery, solutioning, and client engagement for AI-powered automation and digital transformation initiatives across enterprise accounts in auto finance, govtech, and senior living.
- Partnered with cross-functional teams to develop go-to-market strategies, lead client workshops, and deliver impactful proposals that accelerated deal velocity and platform adoption.
- Led end-to-end client success lifecycle—translating complex business needs into scalable digital solutions and managing delivery roadmaps across product, engineering, and UX teams.
- Built trusted advisor relationships with senior stakeholders, elevating Insight's positioning from vendor to innovation partner through QBRs, strategic road mapping, and executive briefings.

Questex Inc. | New York, NY (Remote)

2023 – 2024

Technical Consultant, Finance (Contract)

Coordinated seamless setup and implementation of advanced budgeting software solutions to boost financial performance. Liaised with project managers and stakeholders to guarantee successful delivery of financial technology projects.

- Performed comprehensive testing on financial budget software, executing over 200 test cases weekly, decreasing software defects by 20%, and revamping product reliability.
- Analyzed and resolved technical issues, delivering consistent post-implementation support, minimizing system downtime by 95%, and attaining 98% end-user satisfaction rate.
- Developed and conducted training programs, shortening learning curve for end-users and amplifying user adoption rates by 50%.

Travelers Insurance | Hartford, CT (Remote)

2020 – 2023

Senior Software Engineering Manager, Intelligent Automation Solutions

Led enterprise-scale intelligent automation initiatives with a primary focus on Kofax Capture, Kofax Transformation (KTM/Tungsten), and Kofax RPA across high-volume document and claims workflows. Built and optimized invoice, claims, and customer-form extraction models using Kofax classification, extraction, validation, and export modules. Integrated Kofax solutions with downstream systems via custom scripts (C#, VB.NET, Python, JavaScript) and REST APIs, enhancing data accuracy and system interoperability.

- Designed and deployed end-to-end Kofax Capture & KTM/Tungsten batch classes and validation workflows, reducing manual indexing by 50%+ and improving extraction accuracy by 60%+.
- Developed and maintained custom extraction logic, database lookups, and event scripts to enhance field recognition, table extraction, and business rule validation.
- Architected and implemented Kofax RPA bots and connector services for STP (Straight-Through Processing), eliminating 40% of manual effort and boosting operational throughput by 30%.
- Modernized Kofax environments, upgrading Capture servers, optimizing batch routing, and improving system resilience and monitoring—resulting in ~80% improvement in stability and observability.
- Collaborated with business, compliance, and IT teams to deploy secure ingestion workflows, automated QA review logic, and audit-trail reporting.
- Led a team of 26 engineers, mentoring Kofax developers and establishing automation engineering best practices, raising code quality 70%+ and cutting defect rates 80%.
- Drove automation innovation across cloud and hybrid platforms (Azure, Microsoft Dynamics, M365, Automation Anywhere 360), extending Kofax capabilities into scalable digital intake processes.

Cognizant Technology Solutions | Houston, TX

2019 – 2021

Manager, Digital Transformation Projects

Coordinated enterprise-wide migration of automation workflows to Kofax/Tungsten Automation, including Capture, Transformation, and Kofax RPA components, ensuring continuity, performance stability, and improved platform utilization. Evaluated and implemented emerging intelligent capture and NLP capabilities to modernize document intake and strengthen competitive advantage.

- Orchestrated migration of legacy RPA and intelligent capture pipelines into Kofax Capture & KTM/Tungsten, delivering ~30% efficiency improvement and a 40% increase in document throughput for top-tier insurance clients.
- Designed and deployed cloud-enabled Kofax Transformation extraction models, combining machine learning, NLP, and business rules to reduce processing time 20%+ and improve accuracy 25%.
- Implemented AI-assisted data extraction, auto-classification, and human-in-loop validation using Kofax Extraction, Validation, and Scripting, cutting manual work by 50% and raising data quality by 30%.
- Tuned Kofax batch classes, indexing logic, and exception handling to maximize straight-through processing and reduce exception queues across high-volume workloads.

RPI Consultants | Kansas City, MO (Remote)

2018 – 2019

Senior Consultant, Digital Transformation

Designed and integrated AI models, including NLP and machine learning, within digital workflow platform to elevate data extraction accuracy and decision-making processes. Developed custom scripts and APIs to expand automation functionality and integrate with external applications, increasing overall process efficiency.

- Directed design and implementation efforts for all digital solutions across diverse verticals, delivering significant advancements in process efficiency and acquiring cost savings of up to 30% for clients.
- Provided comprehensive consulting services for digital transformation projects, boosting profitability by up to 20% and attaining client satisfaction ratings of 95%.

Engineered and deployed Kofax/Tungsten intelligent capture models incorporating NLP and machine learning to enhance extraction accuracy, classification precision, and automated decisioning within complex document workflows. Built custom scripts and API integrations (C#, Python, REST) to extend Kofax Capture, Transformation, and RPA functionality, enabling seamless orchestration with external enterprise systems and improving automation efficiency across operations.

- Led architecture and delivery of Kofax-powered intelligent automation solutions across insurance, financial services, and operations environments, improving process efficiency and reducing operational cost by up to 30%.
- Designed and tuned KTM/Tungsten extraction models, field validation logic, and exception workflows, significantly elevating recognition rates and increasing straight-through-processing yield.
- Provided advisory and hands-on consulting for digital workflow modernization and Kofax platform adoption, driving up to 20% profitability gains and achieving 95% client satisfaction through strategic automation roadmaps and measurable delivery outcomes.

Partnered with business stakeholders to translate operational requirements into Kofax/Tungsten Capture, Transformation, and RPA workflows, integrating with legacy core systems and third-party APIs to streamline document-driven processes. Designed capture logic, validation rules, and batch automation to support scalable enterprise intake pipelines.

- Delivered end-to-end invoice and AP automation using Kofax Capture + KTM/Tungsten, reducing manual touchpoints by 50% and accelerating invoice processing speed across high-volume environments.
- Executed multi-tenant Kofax deployments across diverse business units, implementing centralized configuration, reusable extraction components, and shared validation frameworks to standardize automation capabilities.
- Integrated Kofax workflows with BI and reporting platforms to enable real-time processing metrics, exception analytics, and audit-grade visibility, improving decision-making accuracy and operational oversight.

Education

Master of Science, Management Information Systems | Florida International University
Bachelor of Science, Computer Engineering | Howard University

Professional Development

AWS Certified Cloud Practitioner | Microsoft Azure AI Fundamentals | Tungsten Automation formally Kofax RPA | Automation Anywhere 360 | Microsoft 365 Dynamics | Microsoft PowerApps | John Maxwell Certified Speaker & Coach

Technical Proficiencies

Tungsten Automation formerly Kofax TotalAgility (KTA) | UiPath | AWS | Azure | Git | Scrum | Kanban | JIRA | Trello