

# Melvin Esteban Ramos Alvarez

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## Education

Universidad Mariano Gálvez	Guatemala City, GT
Bachelor's in Systems Engineering (7th semester)	Expected 2027

## Experience

RPA Developer Junior – Internship <i>Analytics</i>	Aug 2025 – Feb 2026 Guatemala City, GT
<ul style="list-style-type: none"><li><b>Refactored and optimized 5+ REFramework-based bots</b> across order processing, contract validation, Complex ETL workflow, and data integration workflows.</li><li>Implemented data extraction logic from XML and PDF documents using document understanding, regular expressions and data validation techniques.</li><li>Developed duplicate detection algorithms to prevent redundant orders while identifying similar items requiring additional configurations.</li><li>Integrated automation workflows with SAP and internal enterprise systems, handling dynamic UI elements through advanced selector strategies (Wildcards, Dynamic Selectors).</li><li>Resolved critical application state issues using <b>Check App State</b> activities and retry logic for Java-based applications.</li><li>Automated email-based workflows with SharedMailbox integration, processing vendor orders and contract validations with email notifications.</li><li>Created technical documentation supporting bot maintenance and knowledge transfer.</li><li>Participated in kickoff meetings, requirements gathering, solution design, and proof-of-concept (POC) testing for various clients.</li><li>Participated in sprint meetings and code reviews using the Agile Scrum methodology.</li></ul>	
<b>Technical Support Specialist</b> <i>Telus International (Monday.com)</i>	
<ul style="list-style-type: none"><li>Provided technical support for Monday.com platform, troubleshooting complex workflow issues.</li><li><b>Demonstrated rapid self-learning capabilities</b> by mastering platform expertise strictly through documentation and hands-on exploration.</li><li>Identified and reported software bugs, collaborating with the engineering team on resolution.</li><li>Designed workarounds and solutions for client workflow challenges, improving user satisfaction.</li></ul>	

## Projects

<b>Voucher Order Automation</b>   <i>UiPath, REFramework, SQL, Document Understanding</i>	Nov 2024 – Aug 2025 Guatemala City, GT
<ul style="list-style-type: none"><li>Designed and implemented an end-to-end RPA solution to process voucher orders received by email.</li><li>Automated email ingestion, attachment handling, and validation of incoming sales orders.</li><li>Extracted structured order data from PDF documents using OCR and UiPath Document Understanding.</li><li>Implemented conditional workflows to validate voucher types and handle alternative business paths.</li><li>Integrated SQL Server queries to check availability, reserve vouchers, and update assignment status.</li><li>Generated dynamic voucher documents (Word to PDF) and sent automated confirmation emails to clients.</li></ul>	
<b>Data Processing and Reporting Automation</b>   <i>UiPath, Excel</i>	
<ul style="list-style-type: none"><li>Developed functional automations to process, consolidate, and transform structured data from Excel files.</li><li>Implemented DataTable-based logic to calculate metrics, costs, and aggregated statistics efficiently.</li><li>Automated data consolidation across multiple sources into unified reporting outputs.</li><li>Applied reusable logic patterns for loops, validations, and file system operations.</li></ul>	

## Technical Skills

<b>RPA &amp; Automation:</b> UiPath Studio, Orchestrator (Assets, Jobs, Queues), REFramework, Unattended Robots, Error Handling, Logging & Debugging.
<b>Languages:</b> VB.NET (UiPath expressions), SQL (Foundational).
<b>Data Structures:</b> DataTables, Dictionaries, Lists, Arrays.
<b>Tools:</b> Git, SQL Server, Visual Studio Code.
<b>Competencies:</b> Self-learning & Rapid Technical Adoption, Problem-solving, Technical Documentation.
<b>Languages:</b> Spanish (Native), English (Professional Working Proficiency).

## References

Josue Marroquin | RPA Build Manager

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