

NEERAJA .K 

RPA Developer seeking roles in Software Engineering,RPA Development,Application Support,Project Management,Change Management,Quality Management,Requirement Gathering,Solution Design,Process Design,Customer Service,Blueprism,Testing

Current Designation: Professional - RPA Developer

Total Experience: 2 Year(s) 7 Month(s)

Current Company: BLITCO

Highest Degree: B.Tech/B.E. [Computers]

Current Location: Hyderabad / Secunderabad

Pref. Location: Bengaluru / Bangalore,Chennai,Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

Role: Software Developer

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: RPA Developer,Software Developer,Software Engineering,RPA Development,Application Support,Project Management,Change Management,Quality Management,Requirement Gathering,Solution Design,Process Design,Customer Service,Blueprism,Testing

Verified : Phone Number | Email - id

Last Active: 20-Jan-21

Last Modified: 20-Jan-21

Summary

A competitive professional with over 2+ years of experience in Various roles like RPA Developer and Customer Service in different sector as a practitioner, I would make effective use of my skills and knowledge on the various sector to complete the assigned task efficiently.

Work Experience

BLITCO as Professional - RPA Developer

Apr 2018 to Till Date

Project Name: EBU Activation

Role in the Project: RPA Support

Description:

EBU Activations is one large process that has four separate flows depending on order type (SIM or New Activation; Port in or New Number). Each order type follows the same path, but can have slightly different steps depending on the type of order. The process begins when an EBU Activations Agent logs into Rogers Direct and selects a non-MSD order to activate. Once the order has been selected the agent logs into V21 and populates the order with the information provided in Rogers Direct then activates the account in V21.

Roles & Responsibilities:

- * Understanding Process design document from high level & Solution Design Document.
- * Monitoring the Process of VM's identifying the Errors & Resolving.
- * Do the Change Request based on Business Requirement
- * Attending the daily production calls to the Business and Discusses about the issues and resolving process.
- * Check the live process Find any Business Exceptions Inform to the business
- * Raise an incident for the issue, after resolving the issue updated data in to the (Business) Portal.
- * A daily performance reports needs to be sent out to the team and management.

Project Name: Network Outage

Description:

The Purpose of the Network Outage Notifications process is to ensure that customers and internal stake holders are notified when they are impacted by node level outages raised by the Technical Ticket Management (TTM) and Network Operations Centre(NOC) teams daily between 7am to 10pm.

When a node outage impacts over 90% of customers, the Rogers customers list on the impacted node is pulled from the

database and text/or email message is sent to the customers in the list, informing them of the outage and the expected time of incident resolution. The products affected are Rogers Internet, TV, Home Phone, Ignite TC, and Fido Internet.

Roles & Responsibilities:

- * Understanding Process design document from high level & Solution Design Document.
- * Monitoring the Process of VM's identifying the Errors & Resolving.
- * Do the Change Request based on Business Requirement
- * Attending the daily production calls to the Business and Discusses about the issues and resolving process.
- * Check the live process Find any Business Exceptions Inform to the business
- * Raise an incident for the issue, after resolving the issue updated data in to the (Business) Portal.
- * A daily performance reports needs to be sent out to the team and management.

Project Name: Non Pay

Description:

The Non - Pay automation is designed to remove non - pay work orders off customers accounts in SGI. Once it removes these types of work orders, it makes a business decision whether to apply an Account processing Fee of \$35 to the account in SGI. Finally it uploads a report to Share point based on the completed and exception items.

Roles & Responsibilities:

- * Involved in gathering requirements and preparing document for collected information.
- * Preparing solution document, developing code using Blue Prism.
- * Followed UAT testing.
- * Designing Blue Prism process solutions in accordance with standard Blue prism design principles and conventions
- * Involved in Test data creation (test data setup) required for the project.
- * Fixing the bugs raised by QA team.
- * Handled the development and support team and make sure for the right productive and accuracy of results.
- * Configuring new automated process and objects using core workflow principles that are efficient well-structured maintainable and easy to understand
- * Worked on OCR and Image recognition tools to access the un-readable text in different formats and different application.
- * Generated Email notifications and custom exception handling.

Education

UG: **B.Tech/B.E. (Computers)** from **Jawaharlal Nehru Technological University (JNTU)** in **2016**

IT Skills

Skill Name	Version	Last Used	Experience
Blue Prism, MS - Office			
MICROSOFT WINDOWS			

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Telugu				

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent / Temporary

Employment Status: Full Time, Part Time