

## Sharath Mahendrasah

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### EDUCATION

University of South Florida, College of Engineering  
Bachelor of Science in Information Technology

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### CERTIFICATIONS

- Microsoft Azure Fundamentals (AZ-900)
- Pega Certified Robotics System Architect (PCRSA)
- Pega Certified System Architect (PCSA)

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### TECHNICAL SKILLS/QUALIFICATIONS

**Robotics Platform:** Pega Robotics/Openspan (19.1 and 8.1). Pega BOT Manager

**Languages:** C#, SQL, Javascript, Python, Perl, .NET, REST API

**Networking:** Wireshark/packet analysis of UDP and TCP. Setting up pfSense Firewall

**Operating Systems:** Windows, Ubuntu Linux, OSX

Worked with virtual machine software: VMWare, Parallels for Mac, VirtualBox

Used FTP, Telnet and Putty protocols in Networks Lab

**Code Repository:** Team Foundation Server (TFS)

**IDE:** Visual Studio 2015

**Databases:** SQL and Oracle

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### EXPERIENCE

**Legerity at HCA, Remote**

**Pega Robotics Developer**

**June 2020 – November 2021**

#### **Responsibilities**

- Automated FacilityScheduler: This project included automating several processes that involved reading data from excel then creating new Departments, adding Employees, adding Shifts, assigning Skills, and adding Summaries. Tasks that were performed in the web application included data input, validation, and creating audits and saving them to a shared file location. This entire process was time consuming for HCA operation resources. These automations allowed for time to be freed up by employees who would normally have to enter this information manually.

**Legerity at WellCare, Tampa, FL**

**Pega Robotics Developer**

**Feb 2019 – May 2020**

#### **Responsibilities**

- Automated Daily CheckRun for Business Associates: Automated a process that involved reading data from excel and thereafter opening 19 instances of Xcelys application, performing tasks on application such as data input, validation, taking screenshots of the opened application instance and saving screenshots in shared file location. This entire process was time consuming for WellCare operation resources. This automation allowed for updating 55 instances of APUPD in around ~16 minutes; a human takes more than 65 minutes to do the same.
- Automated process to open tickets based on incoming emails. This involved automating a process involving web, outlook and excel applications.
- Automated the process of identification of Duplicate claims. This complex process involved automating steps in multiple applications, injection of custom C# code and interacting with SQL databases.
- Worked on other use cases as a team member. Working on single adapter project and performing unit and regression testing.
- Testing automations using Robot Inspector/Test Harness.
- Responsible for build deployment in DEV/UAT and PROD Environment

- Fixed bugs and provided Production Support for BOTS deployed in UAT and PROD environment.
- Established and maintained client relationships.
- BOT Performance Analyst: Became point of contact for BOT performance in PROD environment. generating the reports from BOT VMs and provide updates on performance. Responsible for sharing the daily reports with client.
- BOT Production Support: Fixed and released bug fixes in UAT and PROD environment.

**IT Authorities, Tampa, FL**

**May 2018 - Jan 2019**

**Support Analyst**

**Responsibilities**

- Hardware troubleshooting for laptops and desktops
- Identifies, researches, and resolves technical issues
- Documents, tracks, and monitors problems to ensure timely solution
- Daily maintenance and repair of PCs, printers, email, etc.
- Maintain client documentation using Visio and MS CRM

**Pegasus Transtech, Tampa, FL**

**Jan 2018 – May 2018**

**Customer Support Representative**

**Responsibilities**

- Tracked and monitored open support issues to ensure service level standards are met
- Demonstrated an awareness of escalation process within the support department
- Researched, resolved, and responded to questions in accordance with company expectations
- Deciphered through what a caller was asking given very little information on occasion.
- Trouble shoot problems with the Transflo Mobile+ and Tranflo HOS app as well as with the ELD (electronic logging device)

**BestBuy (GeekSquad), Citrus Park, FL**

**2017 – 2018**

**Responsibilities**

- First point of contact with client in store and managed internal IT applications.
- Resolve tech issues of clients that include hardware and software issues.
- Provide tech support to client.

**University of South Florida TechHire Innovative, Tampa, FL**

**June – July 2017**

**Business Technology Bootcamp**

**Responsibilities**

- Worked on data communication; analyzed networks with 'tshark'
- Gained hands on experience with Linux and Windows OS through the command line.
- Completed and presented a team project
  - Project consisted of taking a Raspberry Pi and creating an ethernet device for a computer that did not have built in Wi-Fi.
  - Secured connection using a program called Ntopng, commonly used to blacklist sites
  - Configured Raspberry Pi to be controlled through SSH

**Millennium Physician Group TIS Department, Ft Myers, FL**

**July 2016 – Aug 2016**

**Internship**

**Responsibilities**

- Installed encryption software on laptops and Microsoft Surfaces to keep confidential information secure
- Onboarded new employees by setting up employee workstations, phones and computers
- Maintained inventory of hardware.
- Provided technical support for computers running Windows 7/10