

Manuel Britto

Tampa, FL

-Email me on Indeed: <http://www.indeed.com/r/Manuel-Britto/4c4391b39b9fbc13>

Professional Summary

I am a Senior Automation Consultant with over Twenty years of both, sales and IT Consulting experience, having ventured into the world of retail sales during the first 9 years and then successfully switched to Information Technology (IT) for the remaining time. During these last Twelve years in IT, I have mainly acted as a Business/Process Analyst and Project Manager.

I have worked in projects in the Fintech, Banking, Energy, Insurance, Automobile, Life Sciences and Wealth Management domains. Additionally, during my last years I have provided business solutions through the use of Intelligence Process Automation (IPA) techniques as Robotic Process Automation (RPA), Machine Learning, UiPath Action Center, UiPath Test Suite and Process Mining.

- Served as a leader in consulting practices and supported the strategy and operational development of Automation initiatives.
- Provided advisory services to help clients to smoothly adopt Intelligent Automation.
- Delivered large and complex automation engagements. Involving Robotic Process Automation, Document Understanding and Machine Learning solutions.
- Managed the development of the first wave of SQL based Process Mining Data Connectors of UiPath.
- Led the delivery of at least five projects involving artificial intelligent automation approach as Machine Learning, Document Understanding or Optical Character Recognition (OCR), related to Procure-to-Pay, Invoice Management and pharmacovigilance Case Classification domains.
- Functioned as a liaison between management, IT, design, quality assurance (QA).
- Guided Citizen Business Analysts on the correct documentation of automation artifacts and leading their efforts throughout the phases of the Software Development Life Cycle (SDLC).
- Managed the delivery of UiPath Test Suite Framework.
- Interacted with business teams to elicit business requirements, applying various techniques.
- Experienced determining if process is suitable for Automation or for business improvement.
- Skilled on determining automation complexity and proposing the appropriate automation approach.
- Participated in the development of front-end applications (Web & Mobile), prototypes and dashboards.
- Experienced preparing and reviewing requirements documentation artifact as Business Requirements Document (BRD), User and Functional requirements documents. (URS/FRS), Process Definition Document (PDD) and Software Design Document (SDD).
- Exposed to three of the most popular automation tools: UiPath, Blue Prism and Workfusion.
- Experienced applying software development models such as Agile and Waterfall model.
- Efficient on detailing, documenting and validating requirements in a format that is useful to the business area experts and the technical developers.
- Experienced delivering artifacts with superior time management and driving consensus across cross-functional teams, delivering solutions to clients in collaborative work environments.
- Enjoyed articulating business values, managing user expectations and increasing client satisfaction, while introducing innovations to business processes through technology.
- Participated in multi-national projects and experienced working in consultative work environment.
- Led automation teams, manage conflict and issues resolution and negotiate with clients.
- Successfully managed business expectations, having a delivery focused approach and effectively interfacing with stakeholders, senior management and IT teams.

Work Experience

Intelligent Automation Senior Consultant

IT Work Experience-Remote

August 2021 to July 2023

Worked as a Project Manager in multiples RPA, Process Mining and UiPath Test Suite projects mostly for the UiPath USN program. Also, served as Program Manager of the development of the first wave of SQL based Process Mining Data Connector in UiPath.

Responsibilities:

- Managed the development of fifteen SQL based Process Mining Data Connectors. Nine of these data connectors were successfully completed.
- Process Mining Connectors were built for complex processes as Procure-to-Pay, Order-to-Cash or Incident Management, Lead-to-Cash or Asset Management using source systems as Oracle JDE, Oracle Fusion Cloud, Oracle NetSuite, Atlassian Jira and Salesforce.
- Served as the Point of Contact between UiPath and Partners, building process mining data connectors.
- Overseen and tracked the development of process mining data connectors and reported progress to Process Mining program stakeholders and leadership.
- Supported UiPath Partners providing all necessary tools conditions for their effective and efficient development including but not limited to apps access and setup, licenses, Quotes submission, etc.
- Managed the communications of the Process Mining Data Connectors initiative involving UiPath partners, UiPath engineering and support teams and program stakeholders.
- Contributed to the prioritization of Process Mining Data Connectors development planning.
- Managed the delivery of a Test Suite Framework for a HealthCare tech provider, including the development of test automation for assigned processes, reusable components library and object repository, setting test automation rules and best practices and writing test scripts.
- Accountable for smooth definition, initiation, execution and closing of RPA projects.
- Monitored accurate fulfillment of milestones and deliverables committed on the project Statement of Work for both RPA and Process Mining projects and communicated to upper management.
- Liaised with stakeholders, automation development team and end-users regarding project requirements, deliverables, issues and conflict resolution, risk management and escalations.
- Provided guidance to clients to help them identify, evaluate and prioritize automation opportunities maximizing added value from Intelligent automation.
- Advised clients in the implementation and scaling of process automation solutions with a focus on RPA and Artificial Intelligence.
- Built project plans, track project progress and execute change requests.
- Led automation teams to scope, plan, execute and deliver engagements while ensuring an effective environment and conditions for successful performance.
- Ensured project complies with best practices and policies.

Manager - Intelligent Automation

Cognizant-New York, NY

July 2019 to August 2021

Worked as Intelligent Automation Consultant leading the delivery of multiples intelligent Automation projects including RPA and Ai for major clients. My role included business analysis and project management responsibilities within the

Project delivery team and client's RPA COE. Clients served included City National Bank, E*Trade and Morgan Stanley. Automation tool used for these projects was UiPath.

Responsibilities:

- Overseen the development of over 20 automations from inception until deployment to production.
- Discovered and analyzed ideas for automation and discussed delivery plan with business owners.

- Scheduled process demo to discuss suitability of ideas submitted for automation in the UiPath Automation Hub and guiding them on their automation discovery process.
- Led the delivery of RPA solutions for operations teams and RPA and Ai for Procurement team.
- Determined suitability and complexity for automation, while forecasting benefits from automation.
- Worked with RPA COE developer and Solution Architect to determine the appropriate automation approach, between Attended Bot, Non-Attended Bot and Document Understanding.
- Reviewed RPA documentation created by Citizen Development team as the PDD, SDD, user stories, test scripts and acceptance criteria, and request sign off.
- Conducted weekly roundtable meetings to track the automation development progress.
- Monitored all automations during their HyperCare, as well as requesting enhancements/code fix if needed and requesting review periodic quality check.
- Coached citizen development team on best practices of agile and automation techniques.
- Created test plan, review test scenarios and collect test data and validate test results with client.

Senior RPA Business System Analyst

AbbVie-Chicago, IL

June 2018 to July 2019

My role as RPA Business system Analyst was to identify and document Intelligence

Process Automation opportunities and support the software development during the design, testing and deployment phases in the Case Processing Center of Expertise division. The automation tool used for this project was Blue Prism.

Responsibilities:

- Led development and release of use case automation through RPA and Machine Learning tools.
- Conducted join application design sessions with Business Technology Solutions (BTS), business and IT teams to gather requirements for each individual use case in scope for automation.
- Identified RPA opportunities by completing the RPA Assessment to determine which processes are best suited for automation.
- Interpreted the results of the RPA Assessment and determine complexity levels, benefits and the return of Investment (ROI) of automating the proposed business process.
- Determined automation requiring Machine Learning, OCR, Natural Language Processing (NLP).
- Created process diagrams to visualize both, current process and proposed automated process.
- Created PDD to detailing the current process and their automatable tasks.
- Supported development team during the design and collaborated the documentation of the SDD.
- Documented user interface and functional requirements to create Dashboard, validation station.
- Wrote test scenarios and test scripts for UAT in both, for RPA and Machine Learning initiatives.
- Monitored bot's performance during UAT and HyperCare, communicated the results and created bugs ticket when needed.
- Presented weekly status report of project task, activities and development progress.

RPA Senior Business Analyst

EXL Services-Portland, OR

October 2017 to December 2017

Automation of key processes of the Retirement business unit in the Standard

Insurance Company, through the implementation of RPA practices. Identifying processes suitable and feasible for automation, then preparing automation documentation. The automation tool used for this project was Blue Prism.

Responsibilities:

- Conducted requirements workshop sessions with SMEs to identify RPA opportunities throughout different processes of the Retirement business unit of the Company.
- Conducted one-on-one requirements walkthrough sessions with SMEs identifying business processes, processes functions, and functional requirements relevant to the production environment.
- Analyzed As-Is processes to evaluate RPA opportunities throughout the different processes.

- Applied RPA Assessment to identify RPA opportunities and determine automation benefits.
- Led RPA validation sessions with SMEs and process owners to obtain sign off to automate identified processes suitable for automation
- Documented and obtain signoff of process PDD, as well as supporting the creation of SDD.
- Created user stories in Jira and track their progress during the use case development.
- Built test script documents for each evaluated process subject to RPA automation.

RPA Senior Business Analyst

Citigroup-Tampa, FL

January 2016 to September 2017

Multinational project to automate the Procurement and Invoicing processes through the use of Intelligence Process automation. The processes automated included purchase order creation, invoice data entry and invoice compliance. The Automation tool used for this project was Workfusion.

Responsibilities:

- Executed requirements elicitation, documentation, UAT execution, product demos and releases.
- Analyzed the process to identify reusable components and deltas to determine development complexity, suitability for automation, development timeline and release priority.
- Conducted process definition meetings to determine the best approach to follow to automate the process between RPA (rule-based) or RPA and Machine Learning.
- Documented automation artifacts using Oracle templates such as MD-50 and TE-40.
- Used Jira to document epics, user stories and tasks for each use case assigned.
- Created and updated wireframe mockups to visualize the requirements for product validation.
- Monitored testing results from SIT and UAT, providing deep-dive analysis for coding resolution.
- Supported training the bot for processes requiring machine learning.
- Accountable for the development and release of two business processes for 11 different countries.
- Presented project charter, project readiness and weekly status report.

Senior Business Analyst

Alexander Interactive (Today: Cake & Arrow)-New York, NY

May 2015 to December 2015

Participated on a large-scale multinational project to digitize the submission of life insurance application policies performed by MetLife Japan sales team. My role was focused on supporting the creation of business documentation and assisting the creation of the web and mobile solution design.

Responsibilities:

- Joined BRD's workshops, built relationship with the Business Requirements team (Accenture) and MetLife Japan SMEs.
- Worked together with the Japanese team to complete the BRD and obtain sign off.
- Translated BRD into user stories for the User Experience (UX) team.
- Served as a liaison and first contact between the Japanese (Accenture and MetLife) and American teams (User Experience design team) ensuring the solution designs proposed by UX team meet the requirements documented in the PDD.
- Created business analysis artifacts as feedback spreadsheets, daily reports, BRD processes digest documents, as well as state, process and data diagrams.

Senior Business Analyst

ISO New England-Holyoke, MA

June 2013 to March 2015

I worked as a Business Analyst of the Market Operations and Settlement Support team (MOSS) supporting the resolution of tickets entered in the Corrective Action

Preventive Action (CAPA) system by business team from Market Analysis, Settlements and Customer Support and Training teams.

Responsibilities:

- Reviewed CAPA system to collect high level information and details of the tickets assigned.
- Elicited business requirements through SME's interviews and available documentation.
- Analyzed requirements for consistency, quality and completeness.
- Built and enhanced MS Excel business tools templates used by the Settlement department for calculation, verification, reporting and settlement verification.
- Carried out GAP analysis and Root Case analysis to identify system bugs and inefficiencies.
- Supported deployment activities and monitored the product during HyperCare.

Business Analyst

The Hertz Corporation-Miami, FL

October 2010 to February 2013

Participated on the rebrand and enhance of the "Connect by Hertz" program for "Hertz on Demand". The project involved building a customer centric application that interacts with the customer providing information about the program and the ability to perform online car reservation and rental.

Responsibilities:

- Conducted requirements gathering sessions with stakeholders collecting requirements.
- Documented requirement for the design of wireframes for the Registration and Booking Processes.
- Documented user interfaces and wireframes between the users and the application interaction.
- Created business process workflow using MS Visio, data and process modeling.
- Helped with product design, product development, implementation and internal product support.
- Execute and document UAT testing of solutions to meet quality assurance requirements.
- Support PMO and development team with the documentation of product deployment activities.

Non-IT Work Experience

Sales Manager

Corporate American Solutions-Miami, FL

September 2009 to March 2010

Responsibilities:

- Managed sales operations of the phone cards division.
- Advised, planned and implemented marketing and sales activities aiming to increase market share.
- Presented sales, revenue and expenses reports and realistic forecasts to the management team.
- Built and promoted strong, long-lasting customer relationships by understanding their needs.

Sales & Service Specialist

ACD Sales & Services-Miami, FL

August 2006 to August 2009

Responsibilities:

- Qualified, developed, and maintained thorough company and product knowledge, researched consumer needs, and identified how our audio-visual solutions can meet them.
- Generated leads and grow existing relationships, maintaining an accurate, detailed client book, and developing an active, repeat customer base.

Administrative Assistant

West Texas A&M University-Canyon, TX

January 2005 to May 2006

Responsibilities:

Assistance of student in general issues related with immigration issues, students activities, students insurance and monitoring. Processes of admission from overseas and filing. Manage of confidential information.

- Assisted the International Student Office by greeting visitors and routing inquiries to the appropriate professional or group.
- Assisted in the effective documentation of international students' enrollment and class registration.
- Performed administrative work as needed as filing documents, copying or scanning documents etc.

Sales Supervisor

Direc4U-Miami, FL

January 2002 to June 2004

Responsibilities:

- Coordinated sales efforts and performance of 5 sales associates in the point of sale.
- Assisted store manager in finance, operational activities, inventories and merchandising.

Salesman

DirecTV

May 2001 to December 2001

- Presented, promoted and sold DirecTV contracts using solid arguments to prospective customers
- Reach out to customer leads through cold calling and in store presentations

Education

Master of Business Administration in Marketing

West Texas A&M University - Canyon, TX

May 2006

Bachelor of Business Administration in Business Administration

Universidad del Norte - Barranquilla, Atlántico

February 1999

Diploma

UiPath Academy

Diploma

UiPath Academy

Diploma in Business

UiPath Academy

Diploma

UiPath Academy

Diploma

UiPath Academy

Diploma

UiPath Academy

Certificate of Completion

Celonis Academy

Certificate of Completion

Celonis Academy

Skills

- PowerPoint
- ServiceNow
- Outlook
- Confluence.
- JIRA
- RPA Tools: UiPath, Blue Prism, Workfusion.
- Bi-lingual (English-Spanish).
- Databases: Oracle PL/SQL, Oracle Business Intelligence Discoverer.
- OneNote
- UiPath Automation Cloud: UiPath Automation Hub, Task Capture. UiPath Cloud, UiPath StudioX
- Basecamp
- Teams.
- Modelling Tools: MS Visio, LucidChart, Snagit.
- Project Management Tools: MS Project, Smartsheet.
- Excel
- Word
- Azure DevOps
- ETQ
- Agile
- Business Analysis
- Scrum
- Requirements Gathering
- Waterfall
- Microsoft SQL Server
- SDLC
- User Interface (UI)
- Test Automation
- Business Requirements
- Test Cases

Certifications and Licenses

Certified Scrum Master

PMI Certification