

TEJA VEERA SAI THOTA

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EDUCATION

CALIFORNIA STATE UNIVERSITY

Master's in data science (GPA: 3.7/4)

2025 *Relevant Coursework: Algorithms, Advanced Programming, Operating Systems, Computer Networks, Database Management Systems, Artificial Intelligence, Machine Learning, Deep Learning, Cloud Computing, Software Engineering.*

San Bernardino, CA

Aug 2023 - May

RAMACHANDRA COLLEGE OF ENGINEERING

Bachelor of Technology in Computer Science (GPA: 7.1/10)

Eluru, India

Jul 2017 - Aug 2021

TECHNICAL SKILLS

Programming Languages:	Python, SQL, C, C++, Java, C#, VB.Net, JavaScript, HTML, CSS
RPA Technologies:	UiPath, Blue Prism, Power Apps, Power Automate
Software Testing & Automation:	Selenium, Unit Testing
ETL & Data Engineering:	SQL Server, MySQL
Tools & Frameworks:	RE Framework, Flowchart-based Automation
Visualization & Reporting:	Kibana Dashboard, Power BI, Advanced Excel
Version Control & DevOps:	Git, Docker, Cloud Build, CI/CD Pipelines
Enterprise IT & Service Management	ServiceNow
Other Technologies:	Splunk Development, Sales Force

PROFESSIONAL EXPERIENCE

Administrative Support, CALIFORNIA STATE UNIVERSITY (CA, USA)

Aug 2024 – present

- Provide technical support for ongoing projects within the department, assisting faculty and students with IT-related tasks and troubleshooting software.
- Assist in organizing and coordinating events, workshops, and student engagement activities within the department.
- Review and refine program website content to ensure accuracy and clarity.
- Handle email correspondence by responding to inquiries or forwarding them to relevant personnel.
- Assist faculty and staff with technical support and administrative operations.
- Coordinate and support events, workshops, and student engagement initiatives.
- Manage and update student records in Salesforce to ensure accurate and up-to-date information.
- Handle both internal and external tasks as assigned by program coordinators, analysts, and specialists.
- Act as a liaison between students, academic coordinators, and student advisors to ensure effective communication and support.

EY Private Limited (Client) | RPA Developer Support

Jan 2022 – Mar 2023

- Developed and deployed **RPA solutions** using **UiPath and Blue Prism**, enhancing process efficiency and accuracy.
- Designed and monitored **automated workflows**, reducing manual efforts and improving business operations.
- Provided **L1 and L2 developer support**, troubleshooting automation issues and optimizing bot performance.
- Managed **UiPath Orchestrator and Blue Prism Control Room**, handling bot scheduling, monitoring, and job execution.
- Administered **bot user access, environment configurations, and queue management** in the Control Room and Orchestrator.
- Implemented **robust Exception Handling** mechanisms, ensuring smooth error recovery and minimal process disruptions.
- Designed and developed **custom retry and alerting mechanisms** to handle failures effectively.
- **Managed Work Queues in Blue Prism and UiPath**, overseeing transaction processing, priority handling, and exception retries.
- Optimized **queue management strategies**, ensuring efficient workload distribution and execution.
- Managed and monitored Kibana Dashboards, analyzing automation performance and identifying process improvements.
- Utilized the **ServiceNow Platform** to track UiPath, Blue Prism, and Kibana runs, handle tickets, ensure effective issue resolution, and maintain seamless monitoring.
- **Designed and maintained Splunk system** to monitor UiPath and Blue Prism bots, ensuring real-time analytics, performance tracking, and issue resolution.
- Collaborated with **cross-functional teams** to implement new RPA use cases, ensuring seamless integration with existing systems.
- Led **bot monitoring and maintenance**, ensuring optimal performance and minimal downtime.
- Assisted in **new RPA deployments**, configuring and testing bots for real-time business use cases.
- Developed **Splunk dashboards and automation scripts** for enhanced monitoring and analytics.

Metro Project (UiPath Developer)

Apr 2023 – Aug 2023

- **Developed end-to-end automation workflows**, including DNR and e-commerce processes.
- Created structured automation solutions using flowchart and RE Framework methodologies.
- Improved workflow efficiency by designing user-friendly and responsive automation processes.

RPA Developer Intern, Tech Mahindra (Hyderabad, India)

Mar 2021 – Jul 2021

- Assisted in designing and developing RPA solutions using UiPath and Blue Prism to automate repetitive business processes.
- Participated in requirement gathering and feasibility analysis for automation projects.
- Developed automation scripts to streamline data entry and report generation tasks.
- Conducted testing and debugging of RPA bots to ensure smooth execution and efficiency.
- Provided documentation and training materials for end users to ensure seamless adoption of automation solutions.