# DHANRAJ V

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- Self-motivated professional with 5+ years (Jun 2019 -till date) of work experience in analysis, design, development, testing, and maintenance of business applications using .NET and C# and RPA Technologies
- Currently working as a Lead RPA Engineer. Strong knowledge in building complex automation process. Proven experience with complex solutions including Complex System Design
- Reputed for quick learning ability, problem solving skills, commitment, dedicated teamwork and work ethics.
- Excellent customer handling skills. Proven experience in multiple customers facing roles.
- Adaptive to any environment, positive attitude, team player, resilient and open to new ideas Good analytical ability.
- Works well under pressure and consistently meets deadlines while delivering high quality work.
- Holds Strong Exposure to Process Automation, Bug Fixes and Enhancement.
- Experience in client communication and calls for taking requirements and implementing accordingly.

## PROFESSIONAL EXPERIENCE

**Health Prime Services (India) Pvt. Ltd**                    10-2023 – Present
**Environment**
UiPath Studio, UiPath Orchestrator, UiPath Robot, UiPath Apps, Test Suite, Test Manager, Action Center
**Roles and Responsibilities**
- Include overseeing end-to-end development, testing, and production deployment processes. Additionally, the role involves managing the entire development team and staying updated daily. Addressing technical queries and ensuring application scalability for both orchestrator and business process applications is essential.
- Conducting scrum calls with the team, working with high availability setups such as AlwaysON, disaster recovery, backup and restore, and cloud infrastructure is part of the role.
- Management of the complete UiPath backend infrastructure including the Automation Suite, Azure App services, Azure Load Balancer, Orchestrator server, Redis HAA Cluster, and SQL Server is required. Collaboration with the business team to gather requirements and create PDD, SDD, and development documents is crucial.
- Maintaining coding standards and Orchestrator security standards is a key responsibility, along with conducting feasibility studies for new business automation processes.

**UiPath Inc**                    08-2021 – 09-2023
**Roles and Responsibilities**
**Client: JPMC**
- Automated the availability of auto VMs based on job trigger schedules and developed a reusable library for the entire team utilizing C# and the UiPath Library.
- Designed UiPath Apps for business users to initiate job triggers through the Apps on an as-needed basis.
- Implemented automation for escalating tickets based on user requests via Slack channels, ensuring specific ticket owners are notified along with managers in CC through new Slack group chats, enabling collaboration between ticket owner and manager according to user requests.

**Client: UiPath**
SFDC Ticket Management
- Developed an internal automation process for monitoring escalation ticket lists, where the bot generates a new Jira ticket if it's identified as a change request from the customer.
- The bot is programmed to generate a new Confluence page based on customer requests and implementation approaches.

- In the event of a recurring issue reported by the customer after some time, the bot verifies the status of the corresponding Jira ticket. If the issue is resolved, it automatically shares the fix as per the Jira request. If any content needs modification, it utilizes the Azure Open AI tool to rephrase the sentence.
- Implemented automation for escalating tickets based on user requests via Slack channels, ensuring specific ticket owners are notified along with managers in CC through new Slack group chats, enabling collaboration between ticket owner and manager according to user requests.

## Client: Wells Forgo
- Implemented UiPath test cases to evaluate the application's scalability following new version releases, ensuring performance and load testing to analyze application speed.
- Developed a UiPath document understanding process to extract data from scanned PDF documents and input it into the Action Center. The designated team then verifies and approves these documents. Upon approval by business users, the bot proceeds with the refund process, first obtaining confirmation from the payroll team. After payroll team approval, the bot triggers another process to handle refund queue data.

**TCS**                                                                              **06-2019 – 08-2021**

**Description:**
The project focuses on automating the manual processes which includes generation of unique outers, cases and which are being packed into a pallet and the data flowing across various applications such as SAP and web-based applications.

**Roles and Responsibilities:**
- Worked with Windows, Web, Java, and Sales force applications automation using UiPath Studio.
- Involved in identifying the scope to automate the manual tasks using Robotic Process Automation Technology.
- Implemented End to End Robotic Process Automation (RPA) using UiPath. Performed tool evaluation and feasibility to help in selecting Automation tool for RPA implementation.
- Hands on experience in creating Process Definition Documents (PDD) and SDD (Solution Design Documents).
- Worked on SAP Automation which involved creating Transfer Orders, Delivery Numbers, and Display Material and with various Transactional codes.
- Worked on Inventory Management and Warehouse Management (scanning the barcodes, tracking the product based on Bar code) Based Application.
- Worked on SQL Management studio fetching the data from various sources like SQL Database, excel and web applications.
- Ensured exceptional handling at every scenario for a robust error-free development. Developed immense number of reusable components for various automated processes.
- Designed solutions utilizing RPA best practices and maintain technical responsibility for project delivery.
- Collaborated closely with the senior developer for understanding the functional and technical requirements and design.
- Implemented HTML reporting techniques and facilitated the presentation to the clients.
- Automation of data transfer where the data flows from one application to another. Post-execution review of the test cases for completeness, accuracy.

## SKILLS

**RPA**
UiPath Studio, Orchestrator, Document Understanding, AI Center, Action Center, ML Skills, Studio Web, Robot, UiPath Assistant, Apps, Task Capture, Automation Suite, Action Center, Task Manager, Automation Hub, Automation Ops, and Integration Service, C#

**Operating System**
Windows XP, Windows 7, 8.1, 10, Windows Server 2012, 2019, and 2022, Linux (RHEL)

**Azure Cloud**
Azure App Service, AAD, Azure CICD Pipeline, Virtual Network, Network Traffic Management, Monitoring, Identity, Basic of Kubernetes, Private and Public DNS, NSG, Azure Storage Bucket, Azure AD and Azure VM Scaleset.

**Infrastructure Tool**
IIS, FTP, Azure CICD Pipeline, Multinode Installation, Jenkins, SVN, TFS, Jira, Confluence. Bitbucket. GitHub, Windows AD, LDAP and LDAPS

# EDUCATION

**B.Tech: Information Technology**                                                    2019
Bannari Amman Institute of Technology    CGPS: 7.24
**HSC**                                                                                2015
Tamilnadu State Board,                    Percentage: 79.5
**SSLC**                                                                               2013
Tamilnadu State Board                     Percentage: 87.4

# ACCOMPLISHMENTS

- UiPath Summit Award Q2 23-24
- Highly appreciated by higher management and customers for delivering my work effectively on time.
- Awarded as outstanding performer in the last 2 out of three appraisal cycle.
- Knowledge Super Star
- Satisfaction Super Star Q1 FY24
- Raising Start Award
- Get on the Spot Award from project tech lead.

# CERTIFIATIONS

- UiPath Certified Advanced RPA Developer
- UiPath Certified RPA Associate

# LANGUAGES

- English and Tamil

# DECLARATION

I, hereby declare that all the information mentioned above is true to the best of my knowledge. I will make it my earnest endeavour to discharge competently and carefully the duties you may be pleased to entrust with me.

Place    : Vellore                                                        [DHANRAJ V]