**PRAVACHAN**

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**SUMMARY**

* Having over all 3.5 years of progressive IT experience in that Robotic Process Automation (RPA) using Blue Prism 3.2 years as a RPA developer and involved in L1, L2 Support.
* Good understanding of Process Definition documents (PDD), Solution Design documents (SDD) on Automation space.
* Experience in implementing Multiboot Architecture.
* Designed Automation process solutions in accordance with standard Blueprism principles and Naming conventions.
* Developed and configured RPA BOTS using Blue Prism Tool.
* Ability to understand a business process from a work flow diagram and to conceptualize it as an automated solution.
* Good hands-on experience in SAP- (MM, SD, PP, Order to cash module).
* Developed configuring new processes/tasks/objects using core principles that are efficient, well structured, maintainable and easy to understand.
* Participated in test case reviews, development and support activities.
* Experience in Work queues configuration, monitoring and Internal Blue Prism Work Queue Actions.
* Exception handling design and correct use of stages and blocks correct use of data types, session and environment variables.
* Experience in Control Room session and queue management using Blueprism.
* Highly organized and independent, able to effectively coordinate tasks to accomplish projects with timelines and creatively.
* Flexible and versatile to adapt any new environment and work on any project.
* Supported existing processes and implementing change in requirements as part of a structured change control process.
* Good working knowledge on Application development and maintenance life cycle process.
* Ability to work in a professional manner and handle interactions with clients.
* Worked an REST API and SOAP Webservices.

**EDUCATION:**

* B.Sc (Computer Science) from Andhra University in October 2020.

**TECHNICAL SKILLS:**

**Automation Tool:** Blue Prism Ver. 6.0, 6.4, 6.10(certified), SAP work soft certify (certified)

**Power Automate**: Flow Microsoft Teams, Power BI, MS Office.

**Databases:** Basic DBMS, SQL Skills

**Web Technologies:** HTML, CSS

**Microsoft Packages:** MS Excel, Word, Outlook.

**Professional Experience:**

* Working as a Software Engineer in **Tata Consultancy Services (TCS),** Punefrom October 2020 to till date.

**Professional Experience:**

**Project #1**

**Process Name:** Accelerating New/Renewal of Insurance Policy

**Client:** Prudential plc.

**Client Description:**

Prudential plc is a British multinational life insurance and financial services company headquartered in London, United Kingdom. Prudential’s largest division is Prudential Corporation Asia, which has over 13 million customers across 12 Asian markets and is a top-three provider of life insurance in Hong Kong, India, Indonesia, Malaysia, Singapore, the Philippines and Vietnam. Its Prudential UK division has around 7 million customers and is a leading provider of life insurance and pensions in the UK. Prudential also owns Jackson National Life Insurance Company, which is one of the largest life insurance providers in the United States, and M&G Investments, a Europe-focused asset manager with total assets under management of £547 billion at June 2014.

**Process Description:**

This project works on automating the renewal of Insurance Policy. Here we will receive multiple requests from the customer for accelerating the new/renewal the policy. We extract the customer data from web applications and database, and creating new/renewal policy. Update the information in database and send alerts to the customer.

**Roles and Responsibilities:**

* Developed and Implemented end to end processes including automation of Web Portal and MS-Excel Operations.
* Implemented business process automation as per PDD by using Blue Prism.
* Participating in daily stand-up call to provide status updates
* Designing the business flow and user interfaces with necessary validations.
* Executing project related responsibilities such as Analysis, Design, Development, Unit and Integration testing.
* Exception handling and problem solving
* Executing process from control room.
* Enhancement of the existing application based on client's requirement.
* Responsible to the implementation of the module within the specified dead line.
* Solution builds, deployment and post production support.

**Project #2**

**Process Name:** Automating property and casualty insurance claims

**Client:** Prudential plc.

**Client Description:**

Prudential plc is a British multinational life insurance and financial services company headquartered in London, United Kingdom. Prudential’s largest division is Prudential Corporation Asia, which has over 13 million customers across 12 Asian markets and is a top-three provider of life insurance in Hong Kong, India, Indonesia, Malaysia, Singapore, the Philippines and Vietnam. Its Prudential UK division has around 7 million customers and is a leading provider of life insurance and pensions in the UK. Prudential also owns Jackson National Life Insurance Company, which is one of the largest life insurance providers in the United States, and M&G Investments, a Europe-focused asset manager with total assets under management of £547 billion at June 2014.

**Process Description:**

For many property and casualty insurers, claims processing remains costly and inefficient, primarily since it is based on paper files, associated attachments, and manual workflow processes. Claims submission by the customer to the portal. The uploaded data was extracted into excel files and will ready the supporting docs. It will review by the policy taken by the customer if there is any missing data then auto upload the adjusted data. But will do the Valuation and it will forward to the finance and accounting team to release the payment.

**Roles and Responsibilities:**

* Developed and implemented end to end processes including automation of web applications, MS office Applications.
* Configured automation processes as per PDD.
* Creating and maintaining solution design documentation.
* Understanding the current process, by talking to users and the teams.
* Understanding the scope of automation by identifying the repetitive manual processes.
* Creation of high and low level design documents.
* Designing Blue Prism process solutions in accordance with standard Blue Prism design principles and naming conventions
* Analyzing business problems and developing automation solutions to these problems and manage the project through its life cycle
* Involved in Software Development Life Cycle
* Enhancement of the existing application based on client's requirement.
* Responsible to the implementation of the module within the specified dead line.
* Regular interaction with the core developers helped us in fixing the defects in less time.
* Solution builds, deployment and post production support.

**Project#3**

**Process Name:** Consumer Loan Automation

**Client:** DBS Bank

**Client Description:**

DBS Bank Limited, often known as DBS, is a Singaporean multinational banking and financial services corporation headquartered at the Marina Bay Financial Centre in the Marina Bay district of Singapore. The bank was previously known as the Development Bank of Singapore Limited, which “DBS” was derived from, before the present abbreviated name was adopted on 21 July 2003 to reflect its role as a global bank. It is one of the “Big Three” banks in Singapore, along with OCBC Bank and the United Overseas Bank (UOB).

DBS is the largest bank in Southeast Asia by assets and among the largest banks in Asia, with assets totaling about US$501 billion (US$650 billion) as of 31st December 2019.

**Process Description:**

Consumer Loan Automation helps banks to manage the content related to consumer loans. This approach Helps banks to good customer service, reduce costs, improve compliance and generate revenue faster by reducing the cycle time to Credit card. The robot can take over the complete process from uploading the scanned documents, verification/checks and scores for automatic approval or rejection.

**Roles and Responsibilities:**

* Analyzing business problems and developing automation solutions to these problems and manage the project through its life cycle
* Involved in Software Development Life Cycle
* Designing the business flow and user interfaces with necessary validations.
* Executing project related responsibilities such as Analysis, Design, Coding and Unit Testing.
* Exception handling and problem solving
* Executing process from control room.
* Enhancement of the existing application based on client's requirement.
* Responsible to the implementation of the module within the specified dead line.
* Supporting the Project Manager in creating the transparency of the ongoing activities.
* Participating in daily standup call to provide status updates.

**Project #4**

**Process Name:** Contact information change

**Client:** DBS Bank

**Client Description:**

DBS Bank Limited, often known as DBS, is a Singaporean multinational banking and financial services corporation headquartered at the Marina Bay Financial Centre in the Marina Bay district of Singapore. The bank was previously known as the Development Bank of Singapore Limited, which “DBS” was derived from, before the present abbreviated name was adopted on 21 July 2003 to reflect its role as a global bank. It is one of the “Big Three” banks in Singapore, along with OCBC Bank and the United Overseas Bank (UOB).

DBS is the largest bank in Southeast Asia by assets and among the largest banks in Asia, with assets totaling about US$501 billion (US$650 billion) as of 31st December 2019.

**Process Description:**

This project focuses on automating the manual process of Contact information change. Here we will receive multiple requests from many customers regarding Contact information change. We extracting customer data from multiple web applications and database and update new Contact information through a process. We will update new Contact information in database and send confirmation alert to the customers.

**Roles and Responsibilities:**

* Understanding the current process, by talking to users and the teams.
* Creation of high- and low-level design documents.
* Designing BluePrism process solutions in accordance with standard BluePrism design principles and naming conventions
* Analyzing business problems and developing automation solutions to these problems and manage the project through its life cycle
* Configuring the Process as per Solution design documents (SDD).
* Designing the business flow and user interfaces with necessary validations.
* Executing project related responsibilities such as Analysis, Design, Coding and Unit Testing.
* Exception handling and problem solving
* Executing process from control room.
* Enhancement of the existing application based on client's requirement.
* Responsible to the implementation of the module within the specified dead line.
* Participating in daily standup call to provide status updates.