

Objective

As an IT professional I would like to make use of both my technical skills and business expertise in a place where I can fully utilize my capabilities to achieve excellence in my career as well as for organizational growth.

Professional Synopsis

- ▶ 16+ years of professional IT experience in end-to-end software development including Requirement Gathering and web Development. Experienced in web development and providing value added services to the clients.
- ▶ Having 6 years of hands-on experience in working with RPA (Power Automate, Automation Anywhere, UI Path and TechM UNO)
- ▶ Conduct user research, stakeholder interviews, and usability tests to understand user needs and translate them into user flows, wireframes, and interactive prototypes using Figma and similar tools.
- ▶ Strong knowledge of HTML5, CSS3 and modern front-end standards, with solid proficiency in JavaScript and jQuery, including handling cross browser compatibility issues.
- ▶ Hands on experience with JavaScript libraries and frameworks such as jQuery, Angular, and Bootstrap for building responsive, interactive user interfaces.
- ▶ Extensive UI development experience using HTML, CSS, JavaScript, jQuery, and modern JS frameworks to implement responsive, user-friendly web applications.
- ▶ Led navigation redesign for a complex application, introducing card-based navigation backed by user research, which improved both engagement and satisfaction.
- ▶ Converted UI/UX designs into high-quality HTML and CSS, ensuring pixel-perfect accuracy and performance.
- ▶ Developed, tested, and deployed UiPath workflows using REFramework, queues, assets, and robust exception handling for transaction-based processes.
- ▶ Supported development teams by troubleshooting UI inconsistencies and advising on best practices for responsive and accessible design.
- ▶ Researched and implemented advanced CSS methodologies for smoother animations and scalable layouts.
- ▶ Developed interactive web features using React and Angular, including a prototype RPA profile app in React.
- ▶ Analyzing the process and design the Robotic Automation Solution as per the Standard UI Path designs principle. Experience building RPA solutions using UiPath. Managing the BOT lifecycle including development, UAT and then putting them into production.
- ▶ Providing support for End to End life cycle to automate solution design
- ▶ Involved in Desktop Application Integration Automation. Like Excel, MS Word, Notepad Files and PDF. Excel automation Excel Macro. Experience in Creating Mappings, Monitoring Work Flows and verifying logs and Screen scrape, OCR image and PDF Image/text reading, and RPA support tools.
- ▶ Understanding the business process requirements from the Client. Extensive experience successfully working in high-pressure environments
- ▶ Mentored and reviewed work of junior developers, ensuring adherence to best practices and design standards.
- ▶ Collaborated with business stakeholders to identify automation opportunities and create solution design documents (SDDs).
- ▶ Solving issues that arise in day to day running of automated processes and providing quick response and solutions as required.
- ▶ Good experience in Requirements Analysis, Design and Development with automation and support the application
- ▶ Excellent problem-solving skills with strong technical background having the ability to meet deadlines, work under pressure and quickly master new technologies and skill.
- ▶ Utilized AWS for provisioning, monitoring, and scaling UiPath Orchestrator and Automation Anywhere bots in cloud environments.
- ▶ Optimized and troubleshooted complex SQL scripts for performance improvements and integration with RPA bots.
- ▶ Designed robust workflows in UiPath Studio and deployed them to Orchestrator for enterprise-wide automation.

Educational Qualifications

Degree	Specialization	University	Year of passing
MBA	Information Technologies	NIBM	2021
B.Com	Commerce, Economics	Andhra University	1997

Professional Experience

Organization	Designation	Duration
Tech Mahindra	Sr. Process Designer	July 2016 — Till Date
Olive Technologies Pvt Ltd	UI Designer	July 2014 – July 2016
Kensium Solutions Pvt. Ltd	UI Designer-2	June 2012 – June 2014
Instancy, Inc.	Content Author	Feb 2012 – May 2012
Acuity Software Technologies Pvt Ltd	Web Designer	Oct 2009 – Jan 2012

Certifications

UiPath	RPA Awareness Training Business Analyst Training UiPath RPA Implementation Methodology Level 1 - RPA Developer Foundation Training Level 2 - Orchestrator 2018.2 Training UiPath RPA Developer Foundation Training
Automation Anywhere	AA Certified Advanced RPA Professional.

Technical Skills

Operating Systems	MS Windows XP / NT 4.0 / 2000 / ME, UNIX
Design Tools	Photoshop CS5.5, Adobe Illustrator, Microsoft Visio, Figma, Sketch/Adobe XD, Zeplin or similar handoff tools.
Web Related	XHTML, HTML, DHTML, CSS, Javascript, jQuery, jQuery UI, jQuery Mobile, Bootstrap 3.0, AngularJs, Reactjs, Python.
Domain	BFS, Telecom, e-Commerce, HR Activities automation.
RPA Tools	Microsoft Power Automate, UI Path (Certified), Automation Anywhere (Certified), Techm UNO,
AI/ML	AI/ML: Prompt-driven, basic ML concepts, designing interfaces for recommendations, and predictive experiences.

Work Experience

Project#1

Client	Haleon
RPA Tool	Automation Anywhere 360

Description: Haleon is the world's first truly global consumer health company. It is listed on the London and New York Stock Exchanges. Superior brands are trusted by millions of consumers and found in over 170 markets around the world. Using RPA developed high level risk bots and financial bots. Automated some process using SAP GUI, Cadnecy and Telerik application using Automation Anywhere.

Steps involved in the process:

- Involved in Design Task bot based on Business requirements.
- Developed Task bots using Automation Anywhere Enterprise Client.
- Used String Operation to Compare and eliminate duplicates from the data.
- To develop, test and then support UAT of the developed processes.
- Experience in using Delay and Wait commands with Automation Anywhere.
- Worked on Activities using Object Cloning and Manage Windows Controls.

- Automated tasks using web recorder and Scheduled tasks to repeat as per requirements using Automation Anywhere
- A daily Tool performance report needs to be submitted to the team management and indicate the bugs and deviations occurred during the course of action
- Used log file to handle the errors.
- Perform Unit Testing on each object developed on a regular basis before deploying to UAT
- Provided support to the processes once it goes into production

Project#2

Client	HR HUB – Techm
RPA Tool	Microsoft Power Automate Flows and UI Path

Description: Tech Mahindra HR Team deals with 115000 associates across 60 countries, Applicant to GID Mapping, HR Team will have around 2500 manual separations a month. And they need to collect the data from share point and process the separations in PACE HR. Which is a manual and challenging task. Using RPA has made the separation process very easy and error free. And there's no manual task to be done. Document Verification Leave taken Report, LOP reversal Report, LOP computation Report, LWP Report, onboarding activities, BG verification, Payroll inputs, Employee separation, Process EPFO Digital Signature Approvals, Process IT and BPO Bulk Exit, Enrollment and De Enrollments Process, Medical Card with digital Signature process.

Steps involved in the process:

- Read the Mails from the Outlook/Exchange,
- Find the attachments, Download the attachments in a folder with respective folders,
- Read the Excel and stored the data into Datatable,
- Extract the data from INVOICE Pdfs, Post the Data into respective fields
- Enroll the data into insurance Portals and create the insurance card, sent card details to respective employees.
- Create the folder with IDs/as per requirement with current date and time and put all details in the respective folders.
- Maintains system audit trails, monitors actions, and ensures regulatory compliance through detailed logging and traceability in the Orchestrator level.
- Applies patches, oversees upgrades, performs regular backups, and ensures system reliability, high availability, and disaster recovery readiness.
- Manages and configures queues for transactional processing and assets (configuration values/secrets) for secure automation operations in the Orchestrator level.
- Assigns roles and access rights, manages security policies, adjusts permissions according to organizational requirements, and ensures compliance with governance standards.
- Manages folders and subfolders, controls access, and assigns folder-specific permissions to users/groups for process execution and resource usage.

Project#3

Client	Mortgage Solutions – Banking
Technology	UI Path & AngularJS, Bootstrap

Description: The process of Mortgage solution involves web application, pdf, and outlook. Here when the user wants to know the information about the particular loans, the BOT will give the details of the loan.

- Extensively involved in Robotic Process Automation development process by using Ui path.
- Download the invoices from outlook based on particular subject line and group name.
- Create the folder with current date and time and put all invoices in the same folder by using UI Path.
- Extract the details and keen the same into application.
- Worked with Basic, Desktop, web application and citrix automation. End to end process automation using UI Path.

Project#4

Client Bank Of The West
Technology Ui Path & Angularjs, Bootstrap

Description: BOTW is a banking application where customer can reach out to the bank representative regarding his issues towards the account and the application is handled by representatives and responds to customer with their corresponding solutions.

- Converting the Mock-ups into HTMLs
- Discussion with developers about CSS Browser compatibility issues.
- Bug Fixing in the design as well in desktop and Tablet
- Working with developer for support to integrate html Mock-ups in to .Net MVC

Project#5

Client Rogers
Technology Bootstrap, CSS3, HTML and Angularjs

Description: Rogers Communications Inc. is a Canadian communications and media company. It operates particularly in the field of wireless communications, cable television, telephone, and Internet connectivity with significant additional telecommunications and mass media assets.

- HTML Coding
- Discussion with developers about CSS Browser compatibility issues.
- Bug Fixing in the design as well in desktop.
- Working with developer for support to integrate html Mock-ups in to .Net MVC

Project#6

Client FISHER
Technology Bootstrap, CSS3, HTML and .net MVC

Description: The FISHER system will replace the current Membership System with a scalable and flexible platform that embraces the best of current technologies for interfaces, databases, hosting, development and integration to provide a state-of-the-art system for CBS class leaders and members. It will be touch-friendly, allowing class members and leaders to access the system from their tablet devices. Integration of usability features, such as “drag and drop” for assigning class members to core groups, will make the system more intuitive to use, reducing frustration and lowering training costs.

- Coding using HTML pages and using frameworks like bootstrap
- Converting the Mock-ups into HTMLs
- Discussion with developers about CSS Browser compatibility issues.
- Bug Fixing in the design as well in desktop and Tablet
- Working with developer for support to integrate html Mock-ups in to .Net MVC
- Prepare the end user documents.

Personal Details

Name	Balaji Murthy Singitam	
Passport No.	P4551559	Valid Up to: 02-10-2026

Location	Hyderabad
-----------------	-----------