Bilal Zafri

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SUMMARY

Experienced Software Engineer with 6 years in test automation and business process optimization. Skilled in designing scalable solutions using UiPath Test Suite and collaborating with teams to streamline operations and enhance customer outcomes. Proven expertise in building impactful automation strategies across industries like Healthcare and Life Sciences, with a strong focus on quality, efficiency, and value delivery.

TECHNICAL SKILLS & INTERESTS

Tools & Language:	UiPath (Test Suite), Python, SQL, Tableau, OCR, Git, Integration Services
Frameworks:	Selenium, Docker, Document Understanding
Libraries:	Pandas, NumPy, BeautifulSoup, PdfPlumber, OCR, OpenCV, Flask
Strength:	Process Optimization, Operational Scaling, Problem-Solving
Interests:	Football, MMA, Anime.

EXPERIENCE

Sciometrix   Apr 2023 – Present
Sr. Software Engineer - (Full-time)   *India (Remote)*

- **Clinicus Provider Connect:** Led the automation initiative for Clinicus Provider Connect, streamlining provider data uploads across 20 healthcare facilities. Collaborated with cross-functional teams to define business requirements, leveraging automation tools like UiPath and Python to enhance operational workflows. Managed end-to-end process mapping, data extraction, and queue management, ensuring seamless integration with 6 EMR systems. The program automated processes equivalent to 0.4 FTE per facility, delivering an organizational benefit of 8 FTEs over 13 months. Developed reusable automation libraries, reducing development and testing time significantly.
- **Clinicus Patient Exchange:** Spearheaded the automation of patient report extraction and data quality checks across multiple facilities and EMR portals. Designed and implemented workflows that improved the accuracy and timeliness of patient data exchange. Utilized tools like UiPath and Pandas for report extraction, validation, and data cleaning. This initiative contributed to an overall reduction in manual effort, equating to a savings of 0.05 FTE per facility. The successful deployment of the solution enhanced patient data integrity and operational efficiency across the organization.
- **MediPDF Extracter:** Program-managed the development and deployment of a scalable PDF extraction solution, designed to enhance document processing workflows. Collaborated with stakeholders to understand data handling needs and ensure alignment with business goals. Led the team in deploying the solution using Docker and Airflow on AWS EC2, automating PDF file retrieval, categorization, and data extraction. This solution improved operational efficiency, providing scalability and reliability for large-scale data processing, resulting in faster report delivery to key stakeholders.
- **Smart Meter Automation:** Oversaw the automation of patient device tracking for healthcare facilities, integrating daily and weekly reporting processes into a streamlined, automated workflow. Coordinated with nursing teams to ensure accurate data collection, validation, and system updates using UiPath and Pandas. The automation initiative significantly reduced manual effort in managing patient devices, contributing to overall process optimization and enhancing the timeliness and accuracy of patient monitoring reports.

HCL Technologies   Jul 2021 – Dec 2022
Lead Engineer - (Full-time)   *Noida, Uttar Pradesh*

- **RPA and Process Optimization Initiative:** Led a strategic initiative to enhance operational efficiency through the implementation of Lean Six Sigma methodologies. This effort resulted in a 30% reduction in cycle times and a 25% increase in productivity. Directed Agile teams in the development and deployment of RPA solutions using UiPath, which successfully reduced manual effort by 50% and improved accuracy by 30%. Utilized SQL for effective database management and Tableau for data visualization, providing stakeholders with actionable insights. Developed custom OCR solutions that increased document processing speeds by 40%. Integrated RPA bots with APIs to streamline data exchange and conducted training sessions on RPA best practices to foster a culture of continuous improvement.
- **Bell Automation:** Managed the automation of the insurance record retrieval process for a major client, collaborating closely with business stakeholders to define requirements and align automation objectives with business goals. Implemented a Selenium-based solution that interfaced with PostgreSQL via REST API, deploying it as a containerized application on AWS EC2, supported by Airflow for task scheduling. This initiative drastically reduced data entry time from 90 seconds to 0.3 seconds per entry, resulting in a substantial organizational benefit equivalent to 0.3 FTE. Delivered the project within one month, demonstrating strong project management and resource allocation skills.
- **Claim Center Automation:** Led the automation of the claim processing system, improving navigation and data extraction across over 10 complex pages, including financial details and involved parties. Coordinated with cross-functional teams to identify critical data points, ensuring seamless integration of automation tools. Employed UiPath dynamic selectors and data cleansing techniques using Pandas and Regex to maintain high accuracy. The project produced organized Excel reports that enhanced decision-making and operational efficiency. Delivered timely reports to stakeholders via automated email notifications, optimizing the claims process and improving reporting accuracy.

ANZA Services LLP Aug 2020 – Jun 2021

RPA Analyst - (Full-time) *Bangalore, Karnataka*

- Created and maintained comprehensive documentation, including BRD, PDD, SDD, TDD, and PHD. Conducted process analysis to identify automation opportunities, boosting operational efficiency.Developed and deployed RPA solutions with UiPath. Implemented OCR to process scanned documents, improving data accuracy by 15%. Utilized APIs and integration services for seamless data exchange between RPA bots and enterprise systems, enhancing efficiency. Leveraged computer vision and document understanding to automate data extraction and validation, reducing error rates by 20%.

Setlife Global Aitrickz Pvt Ltd. Feb 2019 – Feb 2020

Software Engineer Developer/Trainer - (Full-time) *Noida, Uttar Pradesh*

- Worked end-to-end on major and minor projects using Automation Anywhere V11 Task Bots and Meta Bots. Leveraged Automation Anywhere to accurately extract data from PDF documents. Implemented web scraping to automate data collection from various websites. Used advanced techniques to clean, organize, and prepare data for analysis. Automated form filling with Task Bots and Meta Bots, ensuring consistent and accurate data entry. These projects showcased the comprehensive use of Automation Anywhere to enhance operational efficiency and data management.

- **AA Trainer:** Conducted training sessions for the client on the usage of Automation Anywhere, ensuring to address any inquiries or confusion they might have. The training included detailed explanations of the software's features and capabilities, accompanied by examples and live demonstrations to facilitate a comprehensive understanding. The sessions were designed to be interactive, encouraging participants to ask questions and engage with the material to solidify their grasp of Automation Anywhere's functionalities and practical applications.

EDUCATION, CERTIFICATES & ACHIEVEMENTS

- Bachelor of Technology in Electronics & Communication Engineering, AKTU University 2015-19.
- UiPath Advanced RPA Developer Certified.
- UiPath RPA Solution Architect Foundation Certified.
- Automation Anywhere V-11 Master Certified.
- Most Valuable Contributor Award 2023, Sciometrix.
- Best Employee Award for Q3-2023 and Q1-2024, Sciometrix.
- Star Performer Award, HCL.
- Team lead of the finalist team for the Smart India Hackathon 2019 (Software Edition).
- Represented College in University Zonal Level coding competitions.