

SUMMARY:

- ✓ **8 Years** of experience in **Robotic process Automation (RPA)** implementation using **UiPath** as **RPA Developer, Business Analyst as a Lead Assistant Manager.**
- ✓ Certified on **UiPath Certified RPA Associate (UiRPA)**
- ✓ Proficient in all phases of SDLC such as Analysis, Design, Development, Integration, Implementation and Maintenance.
- ✓ Hands on Experience in creating **PDD** (Process Definition Document) and developed respective **SDD** (Solution Design Documents).
- ✓ Experience in building **RPA** (Robotics Process Automation) solutions using **UiPath.**
- ✓ Good Knowledge on building **RPA** (Robotics Process Automation) solutions using **Power Automate.**
- ✓ Good Experience in **Banking, Finance, Insurance and Healthcare Domain.**
- ✓ Experience in **Work queues configuration, monitoring.**
- ✓ Experience in Different **Workflows, Control flow & Branching, Screen and Data Scrapping.**
- ✓ Worked on Environments like **Windows & Web Application, SAP, Database, E-mail, Microsoft Excel, CSV and PDF.**
- ✓ Experience in Automated several complex business processes to minimize human intervention and provide more accuracy and added more value to business.
- ✓ Strong skills in **application of RPA business processes at the enterprise level.**
- ✓ Experience in **Debugging and Exception Handling.**
- ✓ Experience in **Database Activities, Recording Window and Web.**
- ✓ Experience in using **UiPath Credential Manager** for maintaining, securing, and retrieving the user credentials.
- ✓ Experience on Electronic Health Record (**EHR**), Practice Management, Analytics (**ETL**) and **HIE** (Health Information Exchange).
- ✓ Implementation/support experience on **LIS** Healthcare applications as an Analyst and Developer using **Mirth Connect** Integration engine.
- ✓ Good Knowledge on **HL7 V2.x** messages such as Patient Admission (**ADT**), Lab Orders (**ORM**) and Results (**ORU**), Charges (**DFT**), Acknowledgement (**ACK**).
- ✓ Detailed understanding of HL7 segments, fields, and data types such as **MSH, PID, GT1, PV1, NK1, OBR, OBX, ORC, NTE, FT1, DG1** etc.
- ✓ Expert knowledge on communications protocols like **FTP, SFTP, TCP/IP, HTTP, Webservices** etc.
- ✓ Experience in implementing **ADT, ORM, ORU, DFT** interfaces.
- ✓ Ability to prioritize tasks, multitask and execute them to perfection. Also, able to work in a high- pressure environment and capable of working in a team as well as individually.
- ✓ Experienced in building Robotic Automation Processes and Business Objects for various business systems.
- ✓ Highly **result oriented and pro-active**, proven abilities to learn new technologies quickly and implementing them successfully in production
- ✓ Strong analytical, problem solving & programming skills, cohesive team worker with exceptional Planning & execution skills.
- ✓ Demonstrated ability to work under tough deadlines/pressure.

EXPERIENCE:

- Worked as **Lead Assistant Manager** with **EXL SERVICE (INDIA) PRIVATE LIMITED, Bangalore** from Feb 2022 to Sep 2023.
- Worked as **Technology Analyst** with **Infosys Ltd, Bangalore** from Aug 2019 to Jan 2022.
- Worked as **Sr. Medical Billing Specialist** with **Cerner Healthcare Solutions Pvt Ltd, Bangalore** from Dec 2016 to July 2019.

- Worked as **Medical Billing Specialist** with **Adecco India Private Limited**, Bangalore from May 2016 to Dec 2016.

EDUCATION:

- **B. Tech: Computer Science Engineering** from JavaharlalNehru Technology University Anantapur 2013

TRAININGS & CERTIFICATIONS:

- **RPA – UiPath Foundational, UiPath Orchestrator, UiPath Developer Advanced Certified and UiPath Certified RPA Associate (UiRPA)**

SKILLS:

Technologies	: RPA tools like UiPath , Visual Basic for Applications
Development Tools	: UiPath , HL7 Messages V2.x
Integration Engine	: Mirth Connect, HL7 Messages V2.x
Ticketing Tool	: ServiceNow
Programming Languages	: Core Java, Vb.Net, .Net
Version Control Tools	: GitHub
Tools	: Visual Studio, SQL, MSOffice (MS Word, MS Excel.
Databases	: MS Sql server 2012
Operating System	: Windows.

PROJECT EXPERIENCE:

Worked as **Lead Assistant Manager - Digital Transformation, EXL SERVICE (INDIA) PRIVATE LIMITED** from Feb 2022 to Sep 2023.

1. Strategy development and Team Management:
 - a) Conduct weekly meetings to review and revise the operational aspects of the account with the team members.
 - b) Weekly reviews of all the project/account level metrics with client management team.
2. Performance appraisals for all direct reports:
 - a) Complete the mid-year and year end performance appraisals for all the direct reports.
 - b) Manage personal development plans of all direct reports and defining a clear career path and tracking it to ensure completeness.
3. Identify new opportunities / assignments which will contribute to the growth of the account and ensure revenue targets are met:
 - a) Weekly meetings with the key client managers and executives to understand client issues.
 - b) Translate client's issues into opportunities for development of new service.
 - c) Analyze strengths and weakness of key competitors and be aware of the latest trends in business.
 - d) Write or assist in the writing of new project proposals and statement of works and formally present the same to client.
4. Hiring qualified professionals for EXL Digital Services Team with in EXL:
 - a) Open new positions, fill up the required documentation and raise new requisition forms, and decide. budgetary constraints based on budget plans and individual performances.
 - c) New hire orientations for new joiners in the EXL Digital Services team.
5. Drafting and executing contracts on behalf of EXL management
 - a) Work with client's sourcing team to understand the requirements, scope, and timelines for the new projects.
 - b) Participate in effort and cost discussions with client executives and sourcing teams.
 - c) Present weekly and monthly status to the project sponsors and client executives.

Establish Transformation vision and strategy in set scope to drive business value through automation & Artificial Intelligence offerings

- ✓ Actively participate in Transformation Leadership team to drive overall Transformation agenda.
- ✓ Manage overall program steering in the unit(s), performance, benefits realization, and long-term transformation agenda.
- ✓ Ability to influence across the organization, optimally leading change, originating ideas, encouraging, and gaining dedication.
- ✓ Deep level of understanding and experience in technology strategy, operations transformation, technology adoption, digital transformation, one or more Automation, Analytics & AI technologies (RPA, Power Automate, low code etc.)

Providing Comprehensive Application Production Support including configuration, bug fixes, maintenance, and enhancements.

- ✓ Analyzing application performance metrics to improve overall application performance.
- ✓ Design, Develop and Manage web existing applications, create new site collections, Manage Service Applications and manage content database and Service Accounts.
- ✓ Ability to work independently as well as a team member to achieve the organizations objectives as required.

Use Case 1:

Environments : UiPath, Email, Excel, PDF (Document Understanding) and ServiceNow

Role : Lead Assistant Manager

Project Objective:

The use case (Order Entry) objective is to extract the PDF data content and fill the order details in SAP application.

The use case is developed on queue-based transaction and Queue based triggering for performer to initiate. We have divided the process to Dispatcher and performer. In Dispatcher robot will get save the PDF document from the inbox new mails to client shared folder. Bot will get the list of files in shared folder and extract the data from each pdf document, and extracted data will be added to the queue. In performer robot launch the SAP application and will consume the data from queue item. Queue item specific content will be entered into SAP application. By the end of the run robot will send the summary report to the business.

Use Case 2:

Environments : UiPath, Email, Excel, PDF(Document Understanding) and ServiceNow

Role : Lead Assistant Manager

Project Objective:

The use case (Invoice Posting) objective is to extract PDF data content and compare the data which is present in SAP application.

The use case is developed on queue-based transaction and Queue based triggering for performer to initiate. We have divided the process to Dispatcher and performer. In Dispatcher robot will get save the PDF document from the inbox new mails to client shared folder. Bot will get the list of files in shared folder and extract the data from each pdf document, and extracted data will be added to the queue. In performer robot launch the SAP application and will consume the data from queue item. Bot will compare the data between SAP application and extracted data from pdf document. By the end of the run robot will send the summary report to the business.

POC on Power automate Cloud flow:

Environments : Power Automate Cloud, AI Builder and Excel.

Role : Lead Assistant Manager

Project Objective:

The POC (Proof of Concepts) objective is to check the confidence score of the extracted data from word document and PDF document of unstructured data using power automate.

Worked as **Technology Analyst** with **Infosys, Bangalore** from Aug 2019 to Jan 2022.

Use Case 1:

Environments : UiPath, Excel and ServiceNow
Role : Technology Analyst

Project Objective:

The use case is developed on Queue based. We have divided the process to Dispatcher and Performer. In Dispatcher robot will download the input excel file from the SharePoint and update the queue in orchestrator. And we have used the Queue triggering to start the performer process. In performer robot has to login to the client web based financial portal by completing the MFA (Multi factor Authorization) steps. For each queue item robot must check document number is present on the website, if the document number is present bot must download the attached document and sent the mail along with downloaded documents to the appropriate person. By the end of the run robot will send the summary report to the business.

Responsibilities:

- ✓ Interacted with Client for requirement gathering and prepared documents like Process Design Document, Solution Design Document and Technical Design Document.
- ✓ Handled end to end implementation for processes simultaneously using UiPath.
- ✓ Designed Objects, Integrated Processes, and Handled Exceptions and deployed them successfully Orchestrator
- ✓ Developed the objects and workflows as per client requirement.
- ✓ Analyze the feasibility of existing process suitable for automation.
- ✓ Efficiently handled monitoring and troubleshooting the studio environment through Orchestrator.
- ✓ Extensively worked on debugging application for fixing bugs and Production support.
- ✓ Helped and trained Analysts in designing the complete workflow of process to be automated.
- ✓ Provide knowledge transfer/support/Assistance to the Application development and Support teams.
- ✓ Working closing with different teams in making changes in developed processes as per the technical design document (**TDD**) to meet the defined requirements.
- ✓ Worked with test teams during the Product test and **UAT** phases to fix assigned bugs.

Use Case 2:

Environments : UiPath, Email, Excel and ServiceNow
Role : Technology Analyst

Project Objective:

The order Confirmation use case is developed on Queue based. We have divided the process to dispatcher and performer. In Dispatcher robot will download the input excel file from the share point and check the type of order variants in SAP application. And update the queue in Orchestrator with order number types. We have used the Queue triggering to start the performer process. In Performer robot must launch the SAP application and enter the order number from the queue item. Robot must check for processing date is already updated or not, if not bot has to update the processing date and save the changes for the order number entered. After entering the order number in SAP application, bot has to check if the order number has been used by another user. If so, robot must postpone the particular transaction for business required time. By the end of the run robot will sent the summary report to the business.

Use Case 3:

Environments : UiPath, Windows, Excel and ServiceNow
Role : Technology Analyst

Project Objective:

The use case Application is designed to computerize some of the operations of the client. Policy Maintenance System consists of client & Policy, Premium Transaction System application mainly consists of Invoice, A/R & A/P, Cash Receipts, Disbursement checks, Payment maintenance, Day end process, and Month end process. These activities happen at a centralized place where the database would be installed. All the different offices AON will access the centralized database.

Use Case 4:

Environments : UiPath, Excel and ServiceNow
Role : Technology Analyst

Project Objective:

This use case project focuses on automating the manual process of creating FVA Report by extracting data from Web, Database and Main Frame Application and preparing the report based on the excel calculations and sending a mail with attaching these reports and exceptions. And Created end to end automation solution, which involves analysis, feasibility study, and technical feasibility study, designing architecture, development, testing and deployment of automation solution.

Use Case 5:

Project : New order creation.
Environments : UiPath, SQL server 2012, Windows, Excel, Abby Flexi capture and ServiceNow
Role : Technology Analyst

Project Objective:

The New Order Creation process creates the new purchase order in client oracle application. The order details required are shared by customers through E-mail with PDF document as attached. This information's are extracted from PDF document, validated, and then update in the client oracle application. However, in our process extraction of data from PDF document will be done using ABBYY Flexicapture, then extracted data will be validated by Robot and created the order using the validated data in client oracle application. For all the orders entered in client oracle application PDF documents should be uploaded to client application and match the total amount reflecting in client application to the PDF total amount. On successful completion of orders creation, acknowledgment mail will be sent to the customer. The email will be sent for detail excel format which is itemized report of all new orders which includes successful and unsuccessful order for particular bot run.

Use Case 6:

Project : Payment zone.
Environments : UiPath, SQL server 2012, Windows, Excel, Abby Flexi capture and ServiceNow
Role : Technology Analyst

Project Objective:

The Payment zone process fills the merchant on board registration in client application. The Merchant details which are required for on boarding are shared by E-mail in the Excel template. This information's are validated and then update in the client application. However in our process the validation of information is not done by the Robot, it will transfer the data as such from excel file to the client application. On Successful completion of merchant on boarding, acknowledgment mail will be sent. If the process is not successful or out of scope validation then the Robot will not save the current file, it moves to the next file. The email will be sent for Unsuccessful process for handling it manually.

Project Description:

In this process robot fetches customer data from source location (Workbook) and enters the data in the client's application, fetches the case number and enter the data in the dashboard including status of submission of each input and

send the mail.

Use Case 7:

Project : Premier Enrollment.
Environments : UiPath, SQL server, Windows, Excel
Role : Software Development Analyst.

Project Objective:

Premier Enrollment is a process in which customer will be having officer number which has to be updated with the old officer number in the Channel Link application based up on account number. The account number, new officer number will be present in Sales Force application.

Project Description:

In this process robot fetches the data from source location (application) and navigates between different Screens in application to validate and update the Customer information.

Use Case 8:

Project : Card Transaction Monitoring
Environments : UiPath, SQL server, Windows, Excel, ServiceNow
Role : Software Development Analyst.

Project Objective:

Card Transaction Monitoring is a project in which the customer raises request for disputed transactions on the card. Data given by the customer needs to be validated, filled in the Investigation form, disputed transactions to be filed and mail to be sent which are automated accordingly.

Project Description:

In this process robot fetches customer data from source location (Workbook) and validates with the application, check and file the disputed transactions, fill the Investigation form, save in a zip folder and send the mail.

Use Case 9:

Project : Commodities Online Trading
Environment : UiPath, SQL server 2012, Windows, Excel.
Role : Software Development Analyst

Project Description:

Basically, this process is used to maintain Day to day trading customer information, collect the Transactions information and generate reports for each customer. The Commodities for online trading, we will login to the commodities, download online backups & reports move files from the source to the destination. This process always starts after completion of the market. BOT will maintain status of every customer in Excel file and generate status report about the process and send mail update to BOT maintenance team and particular process owner.

Responsibilities:

- ✓ Interacted with Client for requirement gathering and prepared documents like Process Design Document, Solution Design Document and Technical Design Document.
- ✓ Handled end to end implementation for processes simultaneously.
- ✓ Designed Objects, Integrated Processes, and Handled Exceptions and deployed them successfully Orchestrator
- ✓ Automated almost all kinds of applications like Web based Application, PDF Documents, Thin Client Application using RPA tool UiPath.
- ✓ Managed and communicated effectively with new resources to automate processes.

- ✓ Helped and trained Analysts in designing the complete workflow of process to be automated.

Worked as **Sr. Medical Billing Specialist** with **Cerner Healthcare Solutions**, Bangalore from June 2016 to July 2019.

- **My Chart Writer** is an Internet based Product which helps doctors to maintain the records of the patient's online, alert system, dosage calculator, notes, other various information related to the medical information of the patients. It's a data bank of patient information.
- **Modules being worked upon:** Patient Portal, Meaningful use Reporting, Secure Messaging, Patient Education, Emergency Access, Patient Registration, Imaging Module, Other practice patient chart, CDS System, Reconciliation, Reports of CQM, Billing, Encounter Sheet, Superbill module (EOB Posting, Superbill, Ready for billing return Claim)

Roles and Responsibilities:

- ✓ Worked on over 100 Demographics, appointments, charges on PM and EHR interfaces and have knowledge about orders and results interface on EHR application.
- ✓ Worked on the MySQL server 2008 to rectify issues.
- ✓ Developing interface specifications, testing, validating and trouble-shooting interfaces between medical information systems - utilizing HL7 standards and MS SQL.
- ✓ Worked with the end users by identifying the errors in the HL7 messages flowing between different HIS applications.
- ✓ Good understanding of US Healthcare industry workflow and experienced on various Healthcare systems used in hospitals.
- ✓ Helping team lead and manager with various tasks as collecting data of team, making excel sheets with all the updates such as list of tasks/projects completed so far. Also helping team in updating troubleshooting sheet with latest issues.
- ✓ Handling 2 team members to assign their daily tasks and working with them on any difficult issues.
- ✓ Coordinate activities within the team and perform other related duties as assigned.
- ✓ Review teammate's tasks and see that we maintain Quality and deliver the tasks within stipulated time.
- ✓ Responsible for balancing tie outs from billing and patient accounting systems
- ✓ Retrieve Electronic Remittance Advice (ERA's)
- ✓ Send secondary claims upon processing of primary insurance
- ✓ Monthly Reporting, Analysis, and Trending
- ✓ Good in using MS excel, MS word and other MS office tool.
- ✓ Handling calls for new transactions.
- ✓ Training new joining on the Process, as an SME.
- ✓ Knowledge on posting insurance payments like Aetna, BCBS, UHC, Cigna etc.
- ✓ Running Trip and Cash journals before balancing batches.
- ✓ Placing journals in my delegation folder for QCA Audit.
- ✓ Responsible for achieving targets on daily basis.
- ✓ Maintaining the 98% of accuracy and productivity.
- ✓ Attending Team and Client meetings for any updates regarding payment posting.