SADANAND RATHOD

2/21A Dinsi K Tanda, kalamood kamalapur Kalaburagi karnataka 585313

**E-mail**: [rathodsadanandpomu@gmail.com](mailto:rathodsadanandpomu@gmail.com%20)  **Mobile No.**: +91 9148056945

# Summary:

Resourceful, self-motivated, results driven professional with over 5 years’ experience possessing valuable transferable skills

Experience in the Information Technology industry with proven track of **Robotic Process Automation (RPA)**

process Implementation using Blue Prism

# Technical Skills:

* Process Information Documents: PDD, SDD, OHD, FRQ.
* Operations: Staff & Stake Holder Management, Employee Performance Evaluations, Operations Management.
* Automation Technology: Blue Prism, Excel.
* Microsoft Azure (Iaas, Paas, Saas).
* Cloud Technologies: Jira, Confluence, and Incident Management Tool.
* Reporting Tools: Excel, Splunk.

Key Skills:

* Extensively used Blue prism’s process studio and object studio to develop and test the robot basis given business process model.
* Expertise in automating numerous routine tasks using Blue Prism, thereby, reducing manual intervention and helping error handling and maintenance of robots.
* Worked on Process Definition Document (PDD) with systematic keystroke level.
* Experience in creating Solution Design Document (SDD).
* Extensive experience on Operation Handover Document (OHD).
* Created process maps for Automation flow using MS VISIO.
* Lead testing teams to handle exception identification of major blockers and testing BOT’s.
* Managed environments UAT, Hyper Care and PROD for various releases and designed instance strategies.
* Knowledge in handling UAT and Hyper care period for automation deployment.
* Ability to interact effectively with back end, Business Engineering, Quality Assurance and other teams involved in the Software Development Life cycle.
* Created Functional Requirements Documents (FRDs) for a Robotic Process Automation project basis business process design discussions with concerned business stakeholders.
* Worked on confluence- Assigned user personal space and provided assistance in using Confluence.
* Took current and future state process design business requirements and translated them into process flows and Visual Business Objects within Blue Prism.
* Configured Confluence Spaces, Pages, and templates.
* Worked on Jira Cloud for tracking issues.
* Hands on experience automating applications
* Worked on Windows and Main Frame applications automation using Blue Prism.
* Involved in identifying opportunities to automate manual tasks using robotics process automation technology.
* Used blue prism credential manager for Maintaining, Securing and retrieving the user credentials.
* Experience in managing robots workloads using blue prism work queues.
* Provided exception handling at every possible scenario for a robust error free development.
* Experience communicating with blue prism on software related issues, suggested improvements and participating with other users in the blue prism community.
* Ability to understand the Business Requirements. Dedicated team player with strong focus on achieving collective goals and meeting deadlines.
* Excellent learning skills and adapting quickly to rapidly changing/new technologies and ready to take the challenges with a Positive attitude and dedication towards the task/work in hand.

# Key Achievements:

* Awarded Best Subject Matter Expert seven times in a row.
* Received appreciation from organizations like Cognizant, TCS, Accenture, and Telstra for quality Task delivery and meeting tight deadlines.
* Communicated at all the levels of organization right from developers, business unit, systems analysts, clients and executive management.

# Work Experience: 5 Years

## Wipro Technologies 18th June 2018 to 07th October 2023

**Projects: Robotic Process Automation: (Process Controller)**

**Client: Cognizant, TCS, Accenture, Telstra (Australia) Environment: Blue Prism**

Robotic Process Automation (**RPA**) is an advanced technology that automates huge quantities of redundant tasks by applying artificial intelligence (AI). **RPA** can be used for processing transactions, manipulating data, triggering responses and communicating with other digital systems. RPA can be used to automate the labor- intensive tasks such as back office processes, data entry, data validation etc.

# Responsibilities / Contribution:

* Identifying and pre-scoping of processes in which RPA can be implemented.
* Preparing Process Description Diagram in conjunction with Ops team &amp; Onshore SME’s.
* Provide references for developers &amp; coders by maintaining user documentation.
* Led, directed and managed a team of Process Controllers support executives and ensured. SLAs were executed at, or above the customer’s standards.
* Monitored employee performance and developed improvement plans.
* Trained team members in successful strategies to meet operational targets.
* Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks participating in professional societies.
* Collaborate with managers and subject matter experts to identify the learning objectives, content development and delivery of proposed trainings.
* Identifying and evaluating inefficiencies, recommending optimal business practices, and system functionality.

**Organization: Conneqt Business Solutions Limited** (Tata business support service limited).

Process: Tata sky. – Inbound.

Designation: Customer Care Executive – Operations. Duration: From 04th July 2017 to 10th July 2018.

## Job Profile:

* + Handling customer queries and complaints Calls.
  + Guiding troubleshooting steps on calls to resolve the issues.
  + Booking appointments as per customer requirements.
  + Booking new customer services.
  + Received appreciations from customer many times to help them for resolving their queries on priority and that leads to minimize customer complaints.

# Education Qualification:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Examination Passed** | **Board / University** | **Name of the School / College** | **Year of Passing** | **Percentage (%)** |
| B. Com | Gulbarga university | Govt. First grade college kamlapur | 2016 | 67% |
| PUC | Karnataka | Govt. P u college kamlapur | 2013 | 37% |
| SSLC | Bangalore board Karnataka | Govt. High school kalamood | 2011 | 53.12% |

**Personal Profile:**

* + Date of Birth - 05th August 1995
  + Languages known - English, Hindi, and Kannada. (read, write & speak)
  + Hobbies - Playing Cricket, Chatting with WhatsApp & Facebook.
  + Strengths - Confidence, Smart worker, Positive Attitude. Ability to Learn New things.

## Declaration

I hereby affirm that the information in this document is true to the best of my knowledge

Yours Sincerely

Sadanand Rathod