# Contact

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# Education

2009

**MCA**

Computer Application

Annai Mathammal Sheela Engineering

College

2006

**BSC**

Mathematics

Nehru Memorial College

# Certification

Certified as Kofax Technical Solution

Specialist for Kofax RPA 10.4 Essentials

Certified as Kofax Technical Solution

Specialist for Kofax RPA 11 Essentials

Agile Way of Working Foundation

ITIL Foundation Certification

SQL Basic Foundation

# Expertise

**Kofax Kapow , Uipath SQL Server**

**HTML**

**c c++**

**Basics of Java, VB, VB.net**

## Kavitha M

**Profile Summary**

### As a UIPath Developer, I specialize in harnessing the power of Robotic Process Automation (RPA) to automate tasks and improve operational efficiency. With expertise in UIPath's platform and tools, I design and implement automation workflows, focusing on data extraction, manipulation, and integration. I excel in workflow design, process analysis, exception handling, and error management to ensure smooth automation operations. With strong problem-solving skills and knowledge of Agile methodologies, I deliver high-quality solutions that align with business requirements. I am proficient in web automation, Excel and PDF automation, database automation, and cognitive automation. My goal is to drive innovation and digital transformation through RPA.Experience.

**Servion Global Services (Sep 2022- Feb 2023)**

**Domain:** Banking

**Tools & Applications:** UiPath, Python, PyCharm, SSMS

#### Project: Falcon Application Automation

* Getting Case Number Which Suspects Fraud Transaction and making Call to Customer for Enquiry to confirm about Transaction
* Choose the Disposition on application accordingly or moving to Manual Queue for Further proceedings Handling development of the Project and its implementation, coordinating with support team for Go Live.

**Tata Consultancy Services (2013- Sep 2022)**

**RPA Lead Developer**

**Domain:** US Mortgage

**Application Involved:** Kofax Kapow

**Projects:** DOC, BPT, TAX, TDI, CRM, TCO, CLA and other Ad-hoc activities

**Tools & Applications:** Kapow 9.7, 10.2.0,10.4 and 11, SQL server, Kapow MC, Excel, Outlook, PDF Adobe, Team forge, Pivotal Tracker, Web Application, Excel, and AML.

**Lead Responsibilities: -**

* Maintaining RPA Development Team and Production Monitoring Team
* Preparing Dashboard on Daily basis, which holds Aging Summary, Developer Summary, Backlogs, holdover, current Status and Completion Details.
* Work with BA on creating SDD for the new request, to find Business rules, known exception, unknown exception, Error handling, Risks, Assumptions, SLA, Dependencies etc Allocating, Monitoring, Managing the team on handling New /Fixing requests. Providing Daily, Weekly updates to BA.
* Preparing and Presenting Monthly decks to Client which involves previous month Team Performance,
* SLA, TAT , Hold over, any issues that affects Production etc. Training and mentoring new joiners
* Handling On boarding and Off boarding requests.
* Escalating to the requestor/BA, if developer found any drastic changes on website or application during development and working on with requirement Change.
* Following up with Hold over requests, in case if waiting for Client Clarifications.
* Maintaining the Production Monitoring team, to deliver the analysis report on time.
* Incase of Minor fixing on Scheduled bots, assisting the Production Monitoring team to get it resolved or
* Tickets raised for the issues and ensuring those Tickets has been allocated for the next step of action on the same day.
* Ensuring bots delivered by the team adheres to conditions such as Fast running, Efficient and Cost effective. Scheduling the bots on MC, post checking the Test Conditions on UAT.

**RPA Developer Roles and Responsibilities:**

* Understanding the requirement from Pivotal Tracker/ALM as well Process design Documents•
* Perform Web scrape, Email, Excel and PDF Automation.
* Worked on data manipulation, creating tables, storing querying and exporting the data from SQL server.
* Perform Test scenarios before moving to UAT.
* Ensuring the End results that meets Client Expectation.
* Providing Daily status to Team Lead about the Progress of all the allocated Projects and Bots. Updating the status to the Tracker/ Tickets on daily basis.

**Project Description:**

**DOC:(Website and Email Automation)**

* There were N number of US Legal mortgage websites, on which N number of mortgage documents gets uploaded on
* daily basis. Automating these websites to download all the recent documents and scraping some basic data related to those Mortgage documents and storing it in to SQL for reference.
* BPT:(Website and PDF Extraction)
* Automating the website that holds Building Permit details that has been granted by a government or other regulatory body. Permit details vary based on geographical location. Different types of Permits include Pool permits, foundation repair permits, fuel storage permits, fires sprinklers system permits, it describes its structure itself and hence construction, weather-related concerns, (earthquakes, flooding, or heavy snow), electrical wiring, Permit Applied Date, Issued Date, authorized body, Agent Details etc. were from website and stored into SQL Server and delivering as txt file.

**TAX (Excel, Website and PDF Extraction):**

* Automating on US Property TAX websites, to scrape Owner information, SQFT,

usage etc.

* According to the Type of Property (Residential, Commercial or Agricultural) tax details may vary for property. Scraping Land, Improvement, Tax, Property value like Market, Assessed and Appraised, Payment History, Mode of Payment. Some website contains only PDF documents.
* Extract all these data and storing in to SQL and delivering the final result on .txt./.xlsx/.pdf format as per the request.

**TDI:(Application and Website Automation)**

* This project works based on orders placed by the requester in an Application, Main Bot pulls the corresponding county bot to process the order. It passes the input during Run time and finds whether the particular document available or not.
* In case if it is available, it will download the document and sent to requester.
* Any issues during this process will log as error.

**CRM: (Excel, Website Automation)**

* Automating Criminal Websites, to scrape Criminals basic information like Names, Alias, Address, Identification
* Marks, Offenses, Traffic Violations, Judgements, Hearings and stores the information on SQL Server.
* Providing the extracted data on Excel or Text format to Requester.

**TCO:(Website Automation)**

* This Project is specially to scrape Tax Commercial information in order basis. Whenever the requester places an order in txt file format, request gets Picked by the general bot and inputs were stored in to the SQL server.
* Then the general bot calls its corresponding county bot and scrapes all the owner information, property details, tax related information, Current Market, Assessed and Appraised values as well as previous year values and generates output in the form of txt files.

**CLA:( Web Automation using Ui path)**

* Automating US property websites which holds Rent, Sale Lease Property details. Scraping all the property IDs by the Dispatcher bot.
* Then Performer bot pulls each ID and fetches all details such as SQFT, Owner, Agent Owner address, AgentID, Number of rooms, Car parking, Furniture, Flooring, Auction or Price details, then it updates to excel and once all the ID get extracted, sending mail to the request or attaching the excel.

**Accenture Pvt LTD (2012-2013)**

**Claims Analyst**

**Domain:** US Medical Insurance

**Project Description:** The process of analysing medical claims and applying benefits and approving the claims based on the plan on which the requester has enrolled.

**Roles and Responsibilities:**

* Followed internal claims processing procedures, ensuring high-quality assurance standards.
* Approving claims based on plan benefits that the client has enrolled.
* Allocating Daily volumes based on the Queue Status.
* Auditing the claims and preparing Audit Report.
* Training the Special Claims Procedures.

**DELL BPO Services (2009-2012)**

**Sr. Customer Service Representative**

##### Domain: US Life Insurance

**Project Description:**

The process of Handling Life Insurance claims and customer queries related to Policies, Policy change/ Demographic, Bank Account/ Beneficiarychangerequestetc.

**Roles & Responsibilities:**

* Handling Claims and Queries related to the Policy.
* Auditing the Claims & Generating statements and bills.