

EXPERIENCE

UiPath RPA Developer (Systems Engineer)

Sept 2023 – Present

Tata Consultancy Services

Noida, India

- Automated critical processes across **diverse domains**, including Life Sciences (Pharmaceuticals, Consumer Health, Crop Science) and Enabling Functions (HR, Finance, Procurement).
- Designed and implemented **5 end-to-end** unattended bots using UiPath REFramework (**1 GxP, 4 Non GxP**).
- Enhanced performance of **7+ automations**, optimizing workflows, reducing runtimes by **15%**, and decreasing error rates by **20%**.
- Strong hands-on experience in integrating **ServiceNow APIs**, implementing **multibot architecture**, migrating legacy bots from **State Machines** to REFramework, and automating workflows for tools like **Salesforce, SAP, Outlook, and Excel**.
- Identified and fixed a **critical bug** in the TCS REFramework template, improving its efficiency and reliability across multiple automations.
- Strong knowledge in configuring various UiPath Orchestrator modules, including **Users & Roles, Machines, Assets, Queues & Triggers** to streamline automation management and execution.
- Conducted **peer code reviews** and provided technical mentorship to the team, ensuring adherence to coding standards and best practices.
- Actively **enhancing expertise** in advanced UiPath capabilities, including **Action Center, AI Center (ML packages and Document Understanding)** for complex automation challenges.

RPA Support Specialist (Asst. Systems Engineer)

July 2022 – Sept 2023

Tata Consultancy Services

Noida, India

- **Resolved a highly escalated, non-functional bot within 1 month**, which had been down for over a year by redesigning workflows and troubleshooting underlying issues, achieving **error-free operations** and receiving **client appreciation**.
- Monitored & maintained **25+ UiPath bots**, ensuring optimal performance and minimizing downtime through proactive issue resolution.
- Resolved **350+ RPA incidents**, consistently meeting SLAs and driving operational efficiency.
- Proposed and implemented bot workflow **optimizations**, reducing processing time by **10%** and error rates by **15%**.
- Developed **reusable components** to streamline debugging and expedite issue resolution.
- Documented automation processes (**PDDs, Steps & Validations**) in collaboration with stakeholders to ensure business alignment.
- Worked closely with clients across the **USA, Germany, Italy and Spain**.

CERTIFICATES & ACHIEVEMENTS

- UiPath Certified Professional Automation Developer Associate
- UiPath Certified Professional Automation Developer Professional
- Received 5+ client appreciations for exceptional support in maintaining and optimizing automations

TECHNICAL SKILLS

RPA Tools: UiPath Studio, UiPath Orchestrator & UiPath Assistant

RPA Integrations: ServiceNow API, SAP Automation, Salesforce Automation, Outlook & Excel Automation

Automation Frameworks: REFramework, State Machines

Languages: VB.NET, Python & C