

# KISHEN PADIYAR

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## PROFESSIONAL SUMMARY

Senior Technology Consultant with 8+ years of experience helping organizations design and deliver intelligent automation and AI driven solutions. Skilled in analyzing business process, gathering requirements and turning them into practical solutions. Work closely with business and technical teams, guide delivery and help improve operations using suitable technology solutions. Strong communication, stakeholder management and team leadership experience.

**Key Strengths:** AI and Automation Projects (Azure AI), AI Agents, Prompt Engineering, No Code/Low Code AI Solutions, RPA (UiPath, PowerApps), Process Analysis and Requirements gathering, Agile Delivery, Solution Design, Stakeholder Management, Lean Process Improvement, Generative AI, Business Process Optimization

## PROFESSIONAL EXPERIENCE

### Ernst & Young LLP - Senior Technology Consultant

Dallas, TX | Mar 2022 to Mar 2025

- Worked with state government clients to help identify and prioritize automation and AI opportunities to drive improved employee and citizen experience
- Gathered requirements, mapped operational workflows, and partnered with solution architects to define and deliver efficient solutions
- Built trusted relationships with client stakeholders through clear communication, expectation setting and providing support during delivery
- Delivered projects involving virtual agents, Robotic Process Automation (RPA) solutions, and AI solutions using tools like UiPath, PowerApps and Azure AI
- Coordinated with global delivery teams, tracked project progress, resolved blockers and ensured requirements were understood and delivered timely
- Reviewed business processes, documented current and future states and presented findings for leadership approvals
- Mentored junior team members and helped build skills through guidance and feedback

### Optum (UnitedHealth Group) - Business Analysis Consultant

Eden Prairie, MN | Sept 2018 to Mar 2022

- Worked closely with the business operations and R&D teams in finding ways to simplify work through identifying automation and system enhancements opportunities
- Defined business and technical requirements in the Process Design Document, created user stories, and managed development backlogs in JIRA and Rally
- Worked closely with UiPath developers to design and validate automation workflows to ensure flawless execution and provide support throughout the development lifecycle
- Participated in sprint planning, UAT testing, and deployment reviews for projects in both Agile and Waterfall methods

- Created clear documentation including current and future state process maps, technical requirements, and create training materials to ensure new automations implemented without issues and were easy to support
- Built workflow diagrams and visual process charts in MS Visio to communicate ideas clearly to business users and leadership

## Optum (UnitedHealth Group) - Business Analyst

Eden Prairie, MN | Jun 2017 to Sept 2018

- Supported the Behavioral Health operations group by analyzing data, identifying workflow gaps, and proposing system or process improvement opportunities
- Helped lead and present Monthly Business Reviews meetings for senior leadership teams to help track key metrics and performance trends
- Partnered with operations team and IT teams to identify inefficiencies in business process implement system changes that improved response times and reduced rework
- Created and standardized operating procedures and implemented dashboards to make performance data more accessible to leaders

## EDUCATION AND CERTIFICATIONS

- New Jersey Institute of Technology, Newark NJ, MS Industrial Engineering (Dec 2016)
- East West Institute of Technology, Bangalore India, BE Mechanical Engineering (Jul 2014)

### Certifications:

- EY Bronze Badge - AI Engineering and Microsoft Azure
- Harvard Business School Online - Management Essentials and Strategy Execution
- ChatGPT & Zapier: Agentic AI for Everyone
- Google AI Essentials
- Introduction to AI and Machine Learning on Google Cloud
- AWS Services for AI Solutions

## TECHNICAL AND PROFESSIONAL SKILLS

- Technical Expertise and Specialized Tools: GPT based tools, Virtual Agents, Robotic Process Automation (RPA), Intelligent Automation, Prompt engineering, Model Context Protocol (MCP)
- Project Management: Agile and Waterfall, Process Mapping, Requirements Documentation, Sprint Planning
- Tools: Cursor IDE, Azure AI, UiPath, AWS AI, Google Cloud AI, Rally, PowerApps, MS Visio, JIRA
- Professional Skills: Communication, Analysis and Problem Solving, Stakeholder Management, Engagement Management, Resource planning, Team Leadership, Team Mentorship

## PROJECT HIGHLIGHTS

- AI Powered Vendor Agreement Review (EY): Led design and implementation of a PowerApps and Azure AI solution to automate contract analysis and summarization of contracts, cutting manual review time by 40%
- Virtual Agent (EY): Helped build a GPT based tool that assisted citizen users with claims reimbursement process, helping streamline the process for the business and help reduce delays and improved customer experience
- Process Automation (Optum): Led the discovery session to help identify and prioritize process improvement and process automation opportunities. Delivered 5 process automation projects using UiPath, leading to reduced manual work and improved turnaround time by 28%