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. I help lead end to end project implementation in RPA (Robotic Process Automation), Intelligent Automation, Virtual Agents and Generative AI, working closely with both business stakeholders and technical teams turning ideas into scalable solutions. My background combines identifying problems/opportunities, detailed analysis, and guide stakeholders on how technology can simplify work and improve customer 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 help improve employee productivity and making it easier for citizens to avail state services
- Led requirements gathering efforts, mapped operational workflows, and partnered with solution architects to define and deliver efficient solutions
- Delivered projects involving virtual agents, RPA solutions, and AI document processing solutions using tools like UiPath, PowerApps and Azure AI
- Was a liaison between business teams and global delivery teams, ensuring requirements are translated accurately, monitored and tracked project progress, and ensured blockers were resolved timely
- Helped prioritize automation and AI opportunities by reviewing business processes, documenting current and future states, presenting findings and seeking approvals from leadership
- Managed a small team of offshore developers, coordinated deliverables, and ensured all work followed agreed design and timeline expectations
- Served as a mentor to junior members of the team. I often helped bridge communication gaps, provided resources and opportunities to lead, and provided meaningful feedbacks to help with career growth

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 IN BE Mechanical Engineering (Jul 2014)
  Certifications:
  - EY Bronze Badge - AI Engineering and Microsoft Azure (Dec 2024)
  - Harvard Business School Online Management Essentials and Strategy Execution (Apr 2021)
  - 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

- Technologies: UiPath, PowerApps, Azure AI, Generative AI, IDP, Virtual Agents, AWS AI, Google Cloud AI
- Project Management: Agile and Waterfall, Process Mapping, Requirements Documentation, Sprint Planning
- Tools: JIRA, Rally, PowerApps, MS Visio, Azure, UiPath
- Professional Skills: Communication, Analysis and Problem Solving, Stakeholder Management, Engagement Management, Resource planning, Team Leadership, Team Mentorship

SELECTED PROJECT HIGHLIGHTS

- AI Powered Vendor Agreement Review (EY): Designed and implemented a PowerApps and Azure AI solution to automate contract analysis and summarization of contracts, cutting manual review time by 40%
- Claims Process Automation (Optum): Partnered with developers to automate claims validation using UiPath, reducing turnaround time and improving data accuracy.
- 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