Meena Muthukrishnan

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Professional Summary

Senior Automation Software Engineer with 7+ years of experience in Robotic Process Automation (RPA), specializing in automating business processes across Banking, Insurance, and Healthcare sectors using tools like UiPath and Power Automate. Experienced in end-to-end development and delivery of automation solutions, including deployment, monitoring, and optimizing workflows.

Key skills and Professional Summary

- Experienced with a wide range of automation tools, including UiPath Studio, Orchestrator, RE Framework, Document Understanding, AI Center, Action Center, Copilot Studio, Power Apps, Power Automate (Cloud and Desktop), Power BI and Dataverse for designing and managing automation solutions.
- Experience in RPA implementation, including deployment, scheduling, monitoring, and managing UiPath Robots via Orchestrator, as well as handling "Go Live" activities. Skilled in SDLC, from workflow design to client interactions and solution development.
- Experienced in implementing Queue-based Dispatcher and Performer concepts for process optimization and data collection from Orchestrator.
- Expertise in automating SAP, Mainframe apps, Citrix Applications, JIRA, API, Database, file, web, and desktop applications.
- Developed AI agent using Copilot Studio for automating customer interactions and improving user experience.
- Proficient in creating PDDs, SDDs, and AS-IS/TO-BE process flow diagrams for effective project planning.
- Strong communication and interpersonal skills, result-oriented with a passion for learning and the ability to work both independently and as part of a team.

Certifications

• UiPath Certified Professional Specialized AI Professional Certification
• UiPath Certified Advanced RPA Developer (v1.0 - UiARD)
• Microsoft Certified: Power Platform Fundamentals (PL-900)

Project Highlights

Insurance Domain

Data Migration between AS400 Applications

- **Challenge:** Manual migration of large insurance claims data between two legacy AS400 systems was error-prone and time-consuming.
- **Solution:** Designed and deployed an RPA solution in UiPath (RE Framework) to identify and migrate claims data based on defined field mappings.
- **Impact:** Migrated **35,000+ claims/day** with **98% accuracy**, reducing manual workload and boosting employee productivity.

Documents Digitization Process Automation

- **Challenge:** Manual handling of invoices from multiple templates led to delays and errors in data capture.
- **Solution:** Developed a Power Automate & Power Apps solution integrated with Azure Blob Storage and Dataverse for automated extraction, validation, and storage of invoice data.
- **Impact:** Streamlined document management, reduced processing time, and minimized human error.

Healthcare Domain

NPCB Claim Process Automation

- **Challenge:** Manual claim registration for cataract surgeries under the NPCBVI scheme delayed reimbursements.
- **Solution:** Built a multi-bot UiPath automation to register surgery and patient details across web portals and Excel sheets.
- **Impact:** Accelerated claim submission, improved accuracy, and reduced reimbursement delays.

Patient Eligibility Verification

- **Challenge:** Manual Medicare eligibility checks delayed patient onboarding and increased administrative workload.
- **Solution:** Automated eligibility verification in UiPath with real-time MBI number checks and alert generation for exceptions.
- **Impact:** Reduced verification time, ensuring faster onboarding and operational efficiency.

Fintech & Financial Services Domain

Financial Transaction Process Automation

- **Challenge:** Frequent manual consolidation of financial reports from 15+ vendor portals caused inefficiencies.
- **Solution:** Built an unattended UiPath automation to download and **consolidate reports every 15 minutes.**
- **Impact:** Enabled near real-time reporting, reduced manual effort, and improved financial accuracy.

Revenue Assurance Process Automation

- **Challenge:** Revenue validation from 60+ sources (web portals, SFTP, email) consumed a full workday.
- **Solution:** Developed a UiPath automation to extract, validate, and consolidate revenue files against invoices.
- **Impact:** Reduced daily processing time from **1 day to 45 minutes**, improving accuracy and compliance.

TDS Report Availability Checking

- **Challenge:** Manual verification and distribution of TDS reports caused delays.
- **Solution:** Created a UiPath bot to check report availability, generate password-protected PDFs, and send consolidated notifications.
- **Impact:** Improved distribution timeliness and eliminated manual errors.

Banking & Loan Services Domain

Loan Management Process Automation

- **Challenge:** Manual loan data validation and document upload across multiple systems was inefficient.
- **Solution:** Automated data extraction, validation, and upload using Microsoft Power Automate.
- **Impact:** Reduced processing time and improved data accuracy.

Corporate Training & Operations Domain

Training Program Management Optimization

- **Challenge:** Managing course registrations, tracking progress, and collecting feedback manually was resource-intensive.
- **Solution:** Built a centralized platform in Power Apps, integrated with SharePoint and Power BI for analytics.
- **Impact:** Streamlined training operations, improved learner engagement, and delivered actionable performance insights.

Equipment Maintenance & Calibration Management System (EMCMS)

- **Challenge:** Tracking equipment maintenance schedules and approvals was fragmented.
- **Solution:** Developed a Power Apps solution with approval workflows and document attachment features.
- **Impact:** Improved compliance, reduced downtime, and centralized maintenance records.

Work Experience

RPA Developer (Trainee → Associate → Senior Associate)

Anantara Solutions Pvt. Ltd → InnoHat Systems Pvt. Ltd (formerly SmartMegh Solutions Pvt. Ltd) → KGiSL Technologies Pvt. Ltd.(Coimbatore & Malaysia)

November 2019 – Present

- Developing and implementing automation solutions using RPA tools like UiPath and Microsoft Power Platform.
- Developing a working prototype of a new product or solution which involves designing, coding, testing, and documenting the POC to demonstrate its feasibility and potential benefits.
- Working closely with clients to understand their business processes and identify areas where RPA can be used to streamline operations.
- Creating technical documentation related to RPA processes, including process flows, test plans, and user manuals.
- Performing testing and debugging RPA processes to ensure they function correctly and meet the business requirements.
- Collaborating with the development team to design and implement custom solutions for clients.
- Providing support to clients during and after the implementation of RPA processes, including training and troubleshooting.
- Staying up to date with industry trends with the latest RPA technologies and trends to ensure the solutions you provide are effective and efficient.Ensuring compliance that all RPA processes comply with relevant regulations and industry standards.

Other Professional Experience

- **Associate Trainee** – Bloomfieldx (06/2019 – 11/2019)
- **Application Developer** (Intern) – Surya Informatics Pvt. Ltd. (01/2018 – 04/2018)
- **Service Delivery Executive** – Neeyamo Enterprise Pvt. Ltd. (11/2014 – 03/2016)

Education

M.Sc. Information Technology | Vels University (VISTAS), India - 87%
B.Sc. Information Technology | Cauvery College for Women, India– 75%