

MISAKO Radzio (Sato)

RPA Developer



ARCHIEVEMENTS

- Developed the first global RPA process for Credit Products RBC Wealth Management that is up and running for almost 24 hours in Vancouver CA, London UK, and Hong Kong.
- Saved 2.6 FTEs by developing RPA solutions including 3 high risk processes.
- Been nominated in Q2 2021 RBC Employee Performance program for being diligent on each process development, documentation and putting clients first.
- Received the monthly department best performance in August 2020 for being diligent on an extraordinarily complex RPA process.
- Organized and executed a virtual RBC panel session partnering with netWorks program in UnitedWay on overcoming adversity as one of the leads. More than 250 participants joined the event.



EXPERIENCE

RPA Developer / Operations Analyst

NGO Development, Operations & Technology, Wealth Management

Royal Bank of Canada, Toronto, ON / August 2019 – Present

- Identified the opportunity of leveraging the existing RPA process in other teams through meetings with SMEs and reviewing recordings of the manual process walkthrough by the business. Took a lead to expand the user base of the RPA process by communicating with the new users.
- Successfully developed more than 15 processes including some extraordinarily complex. For instance, a process requiring HTML code to replicate emails that contain links and tables. Another process required full surface automation and in doing so, 20 objects were created.
- Gathers critical information from meetings and emails with different SMEs and process owners located globally.
- Analyzes processes and creates initial process analysis as a part of life cycle documents.
- Demonstrates RPA solution to SMEs / process owners to ensure that the solution meets their business requirements.
- Keeps the life cycle document up-to-date prior to handing off the process to production support team and walks them through process that passed QA and UAT testing.
- Investigates issues and provides enhancements in a timely manner outside of my responsibilities to support other teams and to put clients first.



CONTACT

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[Linkedin](#)

[Website](#)



SOFT SKILLS

Lean Six Sigma

Problem Solving

Analytical Thinking

Detail-Oriented

Customer-Oriented

Adaptability

Collaboration

Time Management



HARD SKILLS

Blue Prism

Regex

ABBYY (OCR)

MySQL

Advanced MS Excel

MS Visio

MS Access

HTML

CSS

JavaScript

Python

2021 Misako Radzio (Sato)

Journal Entry Application Administrator / Production Coordinator

Fulfillment and Imaging, Canadian Operations, Wealth Management

Royal Bank of Canada, Toronto, ON / June 2017 – July 2019

- Created an inventory database in MS Access which increased accuracy of data collection, and reporting of 100 forms/envelopes that is used in budgeting as well as placing new orders of approximately \$700K worth of stationery annually.
- Built a dashboard with MS Excel for Mail Room which provided management increased visibility and reporting of outbound mailing volumes.
- Gathered requirements from subject-matter expert / process owner and designed journal entry templates in the application. Helped with resolving inquiries and participated in project testing related to the application.
- Created and maintained desk operating procedures to standardize the operation.
- Coordinated production for client reports as liaison between RBC and printing third party vendor in a weekly and monthly cycle.

Operations Administrator

Account Transfer, Canadian Operations, Wealth Management Royal Bank of Canada

Toronto, ON / January 2017 – April 2017

International Sales and Accounts Receivable Administrator

Denka Seiken Co. Ltd., – Chemical Reagent Mfg.

Tokyo, Japan/ April 2015 – September 2016

Financial Administrator and Educational Counsellor

King George International College

Toronto, ON/ December 2012 – December 2014

**EDUCATION**

Responsive Web Design Developer Certificate

freeCodeCamp

February 2021

Certificate of Achievement

Decision Making & Critical Thinking as part of the RBC Leap Program

February 2021

Ontario College Graduate Certificate

Strategic Relationship Marketing

George Brown College

Toronto, ON / September 2011 – August 2012

B.A. Business Administration

Ritsui Asia Pacific University

Beppu, Japan / April 2007 – March 2011