**Shiva Prasad Reddy**

SUMMARY:

* Overall, 9 years of IT experience working in Robotic Process Automation (RPA), Process Implementation using **Ui Path, Blue Prism, Power Automate, and Automation Anywhere tools**.
* Involved in distinct phases of SDLC analysis, design, development, testing, integration, implementation, and maintenance.
* Acquired a good understanding of software development methodologies like Waterfall, Agile/Scrum, and other best practices.
* Created RPA structure and team along with production support, designed and developed RPA solutions to accelerate business processes.
* In-depth knowledge about Design and architect web-based solutions.
* Experienced in analysing Robotics Automation Development and was also part of a requirement-gathering team in facilitating improvement in applications, planning, and building effective environments.
* Design solution implemented **Automation Anywhere** frame (Control room and System Manager) work to update the Provide directory from Excel, website data through screen scraping and using OCR (Optical Character Recognition) from a printed material.
* Worked extensively with Data Adapter, Dataset, and Data Reader as a part of **ADO. NET** to access and update the database.
* Expertise in Object Oriented Analysis and Design (OOAD), OOPS using Unified Modelling Language (UML), and Design Patterns.
* Expertise in developing Web-based and Windows-based Applications using **C#, VB. NET, ASP. NET, ADO. NET, AJAX, SQL-Server, and Visual Studio.**
* Worked closely with Process Subject Matter Expert to prepare Process Definition Document (PDD) and solution Design Document (SDD) and educated SMEs to collaborate with Bots in production.
* Hands-on experience on **Automation Anywhere** for developing **back-office robots.**
* Exposure to **Automation Anywhere & UiPath Single Sign-on** implementation using Microsoft Active Directory
* Experience in OCR Engines like Microsoft Power Automate, Microsoft OCR, Azure Cloud, Google OCR, Google Cloud, Tesseract OCR, and Omni Page OCR.
* Experienced in building Robotic Automation Processes and Business Objects for various business systems.
* Worked on **Automation Anywhere & UiPath work queues** to manage Botwork loads.
* Involved in Process Automation collaborations with business users globally to analyze business processes, recommend RPA-based solutions for the processes, and Develop Robots using UiPath.
* Working knowledge of UiPath RPA studio concepts like debugging a workflow, managing the packages, and creating variables, arguments, and control flows.
* Worked on UI elements, Data scrapping, Selectors, PDF, Image and Text Automation, and mainframe in UI path studio.
* Experience in Robotic Process Automation tools **UI Path** and **Automation Anywhere** to automate web applications, desktop applications, maintaining Excel using Image Recognition, and PDF integration.
* Pega Application packaging, security, rulesets, portals, reports, and other Pega 00TB tools.
* Worked with Pega Platform including PPC rules configuration, customization, and deployment.
* Perform app design & and architecture for applications based on the Pega PRPC BPM software.
* Helping the client to understand the benefits of PA over traditional automation with various seminars, use cases, and on-premises installation with the development of
* proposed solution on PA using UiPath.
* Familiar with UiPath Components, features, and methods of automating the business processes and hands-on experience in developing.
* Created and Scheduled the Bots in Control Tower (**UiPath Orchestrator**). Expertise in scheduling, triggering tasks with advanced features of task-queuing technology, and deploying tasks in Remote PCs.
* Participated and Coordinated User Acceptance Testing (UAT) of the product with Business Users.
* Automating the procurement tasks of the Supply Chain Management team, which includes Purchase Requisition and Purchase Order creation using SAP environment.
* Experience in designing RPA solutions in accordance with UI Path standard design principles and conventions.
* Experience in Robotic Process Automation Tool in **Automation Anywhere** to automate web applications, and desktop applications, maintaining Excel using Object Cloning, Image Recognition, PDF integration, OCR, etc.
* Experience in task recording, editing, scheduling, and distribution using **Automation Anywhere**
* Automated numerous routine tasks using **Automation Anywhere**, thereby reducing manual intervention.
* Hands-on experience working with various version controls like GitHub.
* Having good exposure across the industries such as **Banking** and **Financial services**
* Acquired extensive knowledge in **Citrix, SAP, Mainframes**
* Excellent communication skills, both written and verbal. I can work in a team or independently and am always keen to learn new things.

TECHNICAL SKILLS:

* **RPA Tools:** UiPath, Blue Prism, Automation Anywhere, NLP, ML
* **Web development tools:** jQuery, AJAX, HTML, CSS, XML
* **Programming Languages:** C#.NET, ASP.NET, ADO.NET, VB.NET, C, C++
* **Scripting Languages:** JavaScript, VBScript, Python, PowerShell
* **Database:** MS SQL server, Oracle, IBM Db2, MS Access
* **Operating Systems:** Windows and Red hat Linux
* **Cloud Platform:** Oracle Cloud, Google Cloud, AZURE VM
* **Version Control Tools:** GIT, TFS, MS Virtual Source Safe, SVN, CVS
* **Project Management and Reporting Tools:** Jira, Team Foundation Server, Crystal Reports,
* **Tools:** Visual Studio, SQL, Microsoft Power Automate, MS Office (MS Word, MS Excel, MS PowerPoint)

Certification (UCARD):

UiPath Certified Advanced RPA Developer.

PROFESSIONAL EXPERIENCE:

**Educational Details:**

* Bachelor’s in computer science (Vignan’s Institute of Technology & Aeronautical Engineering)
* Master’s in business Analytics (Texas A&M University) - 2019

**PayPal, Dallas, TX Mar 2022- Till Now**

**Role: Sr UiPath Developer**

**Responsibilities:**

* Working in the **RPA Centre of Excellence** team to ensure quality in **project deliveries** and **maintaining** the bots if any issues are encountered.
* As a member of the COE leadership team, Implemented End to End Robotic Process Automation (RPA) using UiPath in the client’s standard RE-Framework template and Executive support. Managed multiple intakes and provided services to the bots which are in production.
* Developed the objects and workflows as per client requirements.
* Automated SAP processes for the Audit team which involves multiple modules, and each module consists of many T-codes.
* The automation captures screenshots of SAP screens and exports tabular data as Excel files, which will be useful for businesses during their audit.
* Working with Business and Subject Matter experts to gather all the process-related requirements to implement and scheduled meetings with the Business Team for process **discussions and clarifications.**
* Experience in **developing End to End Bots and integrating the code into the CTL standard RE Framework Template**
* Experience in building robotic processes for **Web applications, Desktop applications, Citrix applications, Database applications (SQL), and Mainframe applications.**
* Possessing a good understanding of migrating RPA bots from UiPath to Power Automate Desktop Flows, facilitating smooth transition and optimization of automation processes.
* Proficiency in Cloud Flows development using Power Automate, leveraging connectors such as SharePoint, HTTP Connector, etc., to seamlessly integrate with cloud-based systems and enhance automation capabilities.
* Skilled in developing unattended RPA bots using Desktop Flows, enabling efficient automation of repetitive tasks without manual intervention across diverse environments.
* Proven track record of providing technical mentorship and support to teams working with Power Automate, ensuring effective knowledge transfer, skill enhancement, and successful project delivery.
* Developing voice chatbot using NLP and ML algorithms.
* Experience in automating using recordings like Basic, Web, Desktop, Image, Native Citrix, and CV.
* Worked on **Citrix applications** using **CV Automation, Image Automation, and OCR Engines like Microsoft OCR,** **Azure Cloud**, **Google OCR, Tesseract OCR, and Omni Page OCR**.
* Experience in integrating API web Services with SOAP and REST UiPath and extracting the values based on the type of XML/JSON.
* Worked on **Database applications** to integrate with the servers and extract/update required data.
* Quickly grasp various business process flows across diverse customers within the Atos B&PS Service Line.
* Documenting current processes, requirements, and desired outcomes clearly and concisely.
* Design end-to-end automation solutions leveraging Microsoft Power Automate, ensuring alignment with business objectives and scalability for future needs.
* Monitor the performance of deployed flows, proactively identifying and addressing any issues or bottlenecks. Perform regular maintenance activities such as updates and optimizations to enhance efficiency and reliability.
* Designing automated solutions to streamline business processes, replacing manual methods where applicable.
* Providing technical guidance on automation and robotic process automation (RPA) best practices.
* Conduct vigorous testing to ensure the reliability, scalability, and security of automation and robotic solutions.
* Sharing insights and recommendations with stakeholders to drive informed decision-making regarding tool adoption.
* As an architect key role in maintaining and upgrading UiPath licenses
* Upgrading UiPath studio and orchestrator versions
* As an architect Performing code review meetings and Working as an architect involved in SDD.
* As a part of COE member undergoing code review meetings
* Process Delivery to the Business Users by Integrating with GitHub, and UiPath Orchestrators.
* Maintain GitLab RPA Group and Projects.
* Used GitLab for maintaining/managing the code and creating build scripts.
* Pleasant experience in using keystrokes, hotkeys, user events, and connecting terminals for the mainframe applications.
* Coordinate with the development team to get the latest code branch and run Jenkins **(CI/CD**) build to install RPM and evaluate it.
* Worked on **Stored procedures** using the DB connection integrations with **UiPath**.
* Reviewed the **deployment checklist of the developers** to ensure all the data was filled out correctly before sharing out to the Production team.
* Used **Data Scraping/Screen Scraping** to get the structured or unstructured data from the web applications with the outputs in **Full Text, native, OCR,** and **relative data scraping**.
* Interacted with different mail servers **Outlook** and **Send exchange mail** to send the daily process status reports and to receive email when the process execution is stopped.
* Well Versed with **UiPath studio, UiPath robot, UiPath Orchestrator.**
* Involved in designing, developing, and fixing the issues.
* Ability to evaluate the quality and check codes built by developers and integrated with **VB and VB macros.**
* Worked on different Licenses like Development Client License, Run Client License, Control Room License
* Expertise in **debugging** the code and fixing the errors in the code using **breakpoints, Step in activities, and highlighting elements.**
* Worked with Business for the **User Acceptance Testing** and getting the **code reviewed** by the code reviewer before moving to deployment.
* Maintaining several **RPA bots** as **batch processes** daily and ensuring quality and high performance to the internal and vendor applications of the organization.
* Performing the **Sanity testing cycle** before in a sanity environment for monitoring the bot after moving live and fixing bugs if any are encountered.
* Moving the bot to the **live environment** after fixing all the bugs encountered in the **Sanity Testing** process.
* A friendly interactive and a good team player supporting developers with efficient solutions to meet deadlines on time.

**Environment:** UI Path, Power Automate, SAP, CRM, SDLC, ASP.NET, C#.NET, WCF, HTML, CSS, Java Script, VB Script, SQL Server, GitHub, GitLab Azure Cloud, Agile methodology, TDD

**Waste Management, Houston, TX FEB 2020- Mar 2022**

**Role: RPA UiPath Analyst / Developer**

**Responsibilities:**

* Implemented End to End Robotic Process Automation (RPA) using UiPath.
* Developed the objects and workflows as per client requirement.
* Responsible for the complete solution including happy path, authentication, error handling, logging, and performance tuning.
* Performed tool evaluation and feasibility to help in selecting suitable Automation tools for RPA implementation.
* Test case creation and publishing, import test cases, and adding the test data.
* Analyzing data to discover trends/patterns.
* Experience in programming languages like Python, VB Script, Ruby, JS, .Net is a plus.
* Design end-to-end automation solutions leveraging Microsoft Power Automate, ensuring alignment with business objectives and scalability for future needs.
* Proficient in utilizing Microsoft Power Automate Desktop Flows to develop robust RPA bots tailored to specific business needs.
* Demonstrated ability to develop RPA bots using Microsoft Power Automate Desktop Flows, ensuring seamless automation of tasks across various platforms including web applications, desktop applications, etc.
* Collaborating with business stakeholders to gather requirements for automation projects, understanding pain points, inefficiencies, and desired outcomes.
* Analyzing existing business processes to identify opportunities for automation and optimization using Microsoft Power Automate.
* Designing end-to-end automation solutions leveraging Microsoft Power Automate, ensuring alignment with business objectives and scalability for future needs.
* Developing robust workflows and automate tasks using Microsoft Power Automate, incorporating conditions, loops, and triggers as needed to streamline processes.
* Integrating Microsoft Power Automate with other Microsoft 365 applications (such as SharePoint, Teams, Outlook, Excel) and third-party systems to create seamless end-to-end automation solutions.
* Manipulating and transform data as required within Microsoft Power Automate flows using built-in actions and expressions.
* Implementing error handling mechanisms within flows to ensure graceful handling of exceptions and maintain data integrity.
* Conducting thorough testing of Power Automate flows to validate functionality, identify and resolve issues, and ensure reliability and accuracy of automation.
* Creating comprehensive documentation including flow diagrams, technical specifications, and user guides to facilitate understanding and maintenance of automation solutions.
* Deploying Power Automate flows to production environments, ensuring proper configuration, permissions, and security settings are in place.
* Monitoring the performance of deployed flows, proactively identifying, and addressing any issues or bottlenecks. Perform regular maintenance activities such as updates and optimizations to enhance efficiency and reliability.
* Providing training and support to end-users on how to use and interact with automated processes, addressing any questions or concerns to ensure smooth adoption and utilization.
* Continuously assess and identify opportunities for further automation and process improvement, collaborating with stakeholders to prioritize and implement enhancements.
* Image-based, and Text automation are used in Virtual Environments, for interacting with the application.
* Efficiently managed monitoring and troubleshooting the studio environment through Orchestrator.
* Participated with test teams during the Product test and UAT phases to fix assigned bugs.

**Environment:**UI Path, Power Automate, Excel, Git, Web applications, VB.Net, windows, Agile Scrum, HTML, CSS, SQL Server, Webservices

**Mayo Clinic, Rochester, MN August 2019- Feb2020**

**Role: RPA UiPath Analyst / Developer**

**Responsibilities:**

* Develop and implement processes using standard RPA design principles, as well as provide detailed documentation upon project completion.
* Implemented End to End Robotic Process Automation (RPA) using UiPath.
* Developed the objects and workflows as per client requirement.
* Performed tool evaluation and feasibility to help in selecting suitable Automation tool for RPA implementation.
* Worked with Business Teams to create PDD (Process Definition Document) and developed separate SDD (Solution Design Documents).
* Designed, Developed, and evaluated Bot tasks using RPA UiPath.
* Worked with the Business Analysts in identifying and defining the requirements.
* Analyze the feasibility of existing process suitable for automation.
* Participated in online meetings to demonstrate the capabilities of RPA for on-going projects and potential clients.
* Created POC’s using Blue Prism and UI Path for tool comparison.
* Automated Several Processes and Business activities for various business systems.
* Provide knowledge transfer/support/Assistance to the Application development and Support teams.
* Supporting business and technical teams during robotic projects and mitigate/Resolve risks and issues that may impact project schedule, cost, scope, quality etc.
* Worked with mainframe, windows, web application and CITRIX automation end-to-end process automation using UiPath.
* Worked with OCR, ICR, and Machine learning for designing in UiPath studio.
* Worked with the UI team to design the appropriate icon and display for the screens.
* Experience in staging and deploying the automation solution into test and live environments.
* Used UiPath Orchestrator for deployment, monitoring, and management of UiPath Robot automation activity.
* Efficiently managed monitoring and troubleshooting the studio environment through Orchestrator.
* Managed a team of developers in an agile environment.
* Lead the Teams Both On-shore and Off-shore Teams to ensure the deliverables are smoothly achieved on time.
* Created process model for windows-based application using UiPath and evaluating it in the inbuilt controller provided by UiPath Studio.
* Extensively worked on debugging application for fixing bugs and Production support.
* Involved in code review and fine tuning the code for performance related issues.
* Maintaining several RPA bots as batch processes on daily basis and ensure quality and high performance to the internal and vendor applications of the organization.
* Working closing with different teams in making changes in developed processes as per the technical design document (TDD) to meet the defined requirements.
* Worked with test teams during the Product test and UAT phases to fix assigned bugs.
* Used GitLab for maintaining/managing the code and creating build scripts.
* Extensive experience on GitLab, and JIRA for monitoring and tracking various business processes.
* Extensively worked on debugging applications for fixing bugs and Production support and involved in bulk mail sending as batch and developed RPA.
* Extensive experience on Kibana, GitLab, JIRA, Cipher (internal tool of CTL for monitoring and tracking of various business processes)
* Knowledge of Splunk for creating a dashboard to report the daily status of transactions processed by the robots.
* Extensive experience with Selectors, building reliable selectors using UI-Explorer.
* Extensively worked on testing and performed code review for various processes built by different internal teams within CTL to name a few Marks Welch, Simon, and O'keefe team.
* Used Email AUTOMATION with different activities like SMTP, EXCHANGE, and OUTLOOK to send and receive email notifications, Business or Application exceptions.
* RPA Log verification for all the process that was run and prepared User guide documentation.
* Worked on **Citrix applications** using **OCR Engines like Microsoft OCR,** **Azure Cloud**, **Google OCR, Tesseract OCR, and Omni Page OCR**.
* Worked on technologies like OCR (Google, Microsoft) for getting confidential information from business documents.

**Environment:** Automation anywhere, CRM, SDLC, ASP.NET, C#.NET, WCF, HTML, CSS, Java Script, VB Script, SQL Server, Azure Cloud, Agile methodology, TDD

**Zensar Technologies, Hyderabad, India May2014 - Aug2018**

**Role: RPA Developer**

**Responsibilities:**

sTrained in RPA tool UiPath, identified the manual processes to be automated, and designed the automated solutions using UiPath.

* **Understanding & and analyzing** project requirements and working on them to deliver timely results Solution development.
* Quickly learning business processes wherever the next opportunity arises, Understanding the process and flow.
* Performed **Solution Design and Development, Deployment** of robots on VMs, Orchestrator
* Used **Data Scraping** method for extracting structured data from web applications or documents into a **CSV file or Excel Spreadsheet**.
* Used **Screen Scraping method** to extract text from running window application by appropriate output methods such as **native, Full text, and OCR**.
* Configuring new processes and activities using core **workflow principles** that are efficient, well-structured, and manageable.
* **Image-based** texts in applications are also automated with **mouse clicks**.
* Used **Queues** to collect information from the orchestrator to perform additional tasks.
* Configured the **Bots**, **deployed processes,** and **scheduled** the jobs in **UiPath Orchestrator**.
* Interacted with the different send services of mail to **send automatic mails** and **audit logs** regarding task completion.
* Identified and managed exceptions with efficient solutions by using try catches and used all the debugging features to identify the exceptions.
* **Image-based and Text automation** are used in Virtual Environments, for interacting with the application.
* Deployed the process in **UiPath Orchestrator and scheduled** their execution.
* Participated with test teams during the Product test and **UAT phases** to fix assigned bugs.

**Environment:** Robotics Process Automation - UiPath, VB.Net, C#, SQL Server.