CHAN BHASHA PATAN

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"IT Technocrat with an exceptional career in RPA UiPath of the software lifecycle, requirement gathering, coding, development, testing, and software delivery in line with the client/business requirements."

PROFILE SUMMARY

- Overall **4.4 years of experience in RPA UiPath** domain both in **RPA development** as well as **RPA UiPath Application Support**, currently **working** for **Accenture**.
- Automated several complex business processes to minimize **human intervention** and provide more accuracy and added more value to business.
- Have excellent logical ability and systematic approach to problem solving analysis, Solution design and strong **debugging skills**.
- Good understanding of the **Software Development Life Cycle**.
- **Solving Production issues that arise** in day to day running of RPA processes and providing timely responses and solutions as required.
- **Supporting existing processes** and **implement change requirements** as part of a structured change control process.

CORE COMPETENCIES

- Robotic Process Automation - UiPath
- RPA Development & Support(L1/L2)
- UiPath Studio & Robot
- UiPath Orchestrator
- REFramework
- Assets, Queues & Triggers

- SAP Automation
- Web/Browser Automation
- Email & Excel Automation
- Selectors & Wildcards
- Implemented Custom library packages

- Service Now ticketing tool
- Incident Management
- Change Management
- Debugging
- Trouble shooting
- Bug/Code fixes & Enhancements

PROFESSIONAL EXPERIENCE

Application Development Analyst | Accenture, Hyderabad ▶ 09/2022 - Present

Key Deliverables:

- **End to End Bot Development:** Experience in Design, develop and implement end–to–end UiPath automation solutions. Create and maintain automation workflows, ensuring scalability and reusability. And Understanding of workflow based logic and hands- on experience with REFramework and Orchestrator.
- **Requirement Analysis:** Collaborate with business analysts and stakeholders to understand and gather automation requirements. And conduct feasibility studies and provide recommendations on the automation approach.
- **Documentation:** Worked with Business Teams to create PDD (Process Definition Document) and developed separate SDD (Solution Design Documents) documents.
- **End to End RPA Support (L1/L2) Engineer:** As part of process improvements and optimization worked in a RPA Application Support team. Ensure system availability to critical UiPath application and Environment through Incident and Problem investigation, root cause analysis and resolution.
- **Daily Monitoring the existing Bots:** Monitors and oversees the performance of the RPA service, reporting the results as required and agreed. Provides troubleshooting of the responsible service and workarounds of the Production issues.
- **Conversation with Business Users / Stake holders:** Co-ordinate activities and communicate with impacted stakeholders as per incident management process. Deploy services and enhancements to supported services in accordance with agreed procedures.
- **Incident and Change Management:** Experience in Service Now ticketing tool, monitoring and application support for existing RPA processes. Working in rotational shifts and good at creating & resolving the ServiceNow incident tickets and good at Change Request (CR's) management as well.
- **Bot Maintenance and Enhancements:** Design and develop minor enhancements/new features as per Business users requirement for RPA processes in the Production.
- **Custom Libraries in recent:** Experience on implementing new library packages for GSuite API Authorize v1.1.4 and 2FA Single Sign On v1.0.4 (SSO Authentication for Google accounts like Gmail and Gsheets).

Software Engineer | HCL Technologies, Chennai ▶ 03/2020 – 08/2022

Key Deliverables:

- Design, develop, test, maintain and deployed Automation bots using RPA UiPath.
- Good at Understanding the requirements and business process.
- Responsible for creating workflows on the client requirement.
- Performing the validations based on the business rules.
- Interacting with client for requirement gathering and analyzing.
- Daily calls with onsite coordinator to update the status and getting the clarifications.
- Facilitating Integration and User Acceptance Testing.
- Extensively worked on debugging application for fixing bugs and Production support.
- Involved in development, maintenance and Support activities.

PROJECTS

#1: Packing List (MIGO) Document Processing [REFramework | SAP System | Excel | Email | Orchestrator]

- This process is related to a health care domain where we receive packing list information from a supplier through Email with the excel attachment data.
- Bot have to extract the key details from the Excel attachments post that bot will process the couple of transactions like MIGO, VL01 and VF01 in the SAP system and post the invoices.
- Once the process is completed BOT will notify the user with the completion status through email.

#2: SUSAR Distribution Automation [REFramework | Web Application | Email | Orchestrator]

- This process is related to a healthcare domain where this project is responsible for archiving PDF's in SUSAR application.
- This process involves getting mails with 'input' label, downloading PDF's, forwarding them to specific mail addresses and archiving PDF's with data taken from mail message in SUSAR application.

CERTIFICATIONS

- UiPath Certified Advanced RPA Developer v1.0 (**UiARD**) (**Link**: https://credentials.uipath.com/aa6c5aa1-7776-47fe-ae17-ad37540c60de)
- UiPath Advanced RPA Developer certification (legacy) from UiPath.
- RPA Developer Foundation certification from UiPath Academy.

EDUCATION CREDENTIALS

Eluru College of Engineering and Technology   Eluru, Andhra Pradesh

B.Tech in Electronics and Communication Engineering (**E.C.E**) **-** (Percentage: **70.61**) Sept. 2014 – May 2018.