SRINIVASA RAGAVAN

**E-Mail:** srinivasaraghvan@gmail.com

**Mobile:** +91 9176681932 / 7338867372

**PROFESSIONAL SYNOPSIS**

***Principal Architect (RPA, AI/ML, Data Science)***

* A successful IT management professional with nearly 20 years of rich overseas and domestic experience in managing large scale technology projects, including planning, proposal, implementation, and maintenance of software products and information systems in the Web technologies (B2B, B2C), and Client-Server Domains.
* I have worked for around 6 years in RPA & RPA++ (OCR, ML, Chat Bot, Analytics, DevOps, Cloud Concepts, Tableau, etc.,)
* Trained in Data Science, Data Engineering, Data Analysis, Machine Learning, etc.,
* Certificated in UiPath Advanced RPA Developer, Blue Prism Developer, Automation Anywhere Advanced RPA Developer, OpenSpan, WorkFusion – Power User, Data Analyst, Machine Learning Engineer, and Basic/Advanced RPA Developer.
* Comprehensive experience in Solution Architecting & Conceptualization, Analysis, Design, Development, Product Development Procedures, and Delivery of various products using technologies like SharePoint 2016, VS.NET 2017/2015, SOAP, XML, ASP.NET 4.5/3.5/2.0, C#, VB.NET, Web Services, WCF, WWF, ADO.NET, and AJAX.
* Domain expertise in Life Science, Banking, Process & Tools, Healthcare, Oil & Gas, Utilities, Insurance, and Retail.
* I am experienced in CAST software and code review analysis. provided suggestions to resolve existing rule violations in projects and improved code quality as per industry standards.
* Certified in Agile Methodology, with experience implementing and developing projects using the Azure DevOps Tool
* Skilled in DBA, Monitoring, and Backups as well as providing support for databases in production, development, and test environments for various databases like SQL Server 2019/2012, SSIS, SSRS, and SSAS, Oracle 9i/8i/7.x.
* experienced in architectural tools like Design Patterns, UML, and Load Balancing concepts.
* Deftness in server virtualization as well as managing large data centers and service delivery operations over a large user base with comprehensive knowledge of setting up and maintaining DR center operations
* An effective leader with distinguished abilities in end-to-end project/program management, custom designing IT solutions, training and motivating team members to maintain deliverables as per the SLA.

**TECHNICAL KNOWLEDGE**

* RPA Tools : UiPath 2019.x, Automation Anywhere, Blue Prism, WorkFusion, Visio, DevOps
* Languages : C#, VB.NET, Python, VBScript, JavaScript, VBA
* Databases : SQL-Server 2014/2012, Oracle v11g, MS-Access, PostgreSQL
* Technologies : SharePoint 2019/ 2013 / 2010, BizTalk 2006, WCF, ASP.NET
* O/S : Windows Server 2012/14, Windows 10, Linux
* Cloud & DevOps : Azure Pipeline | Dockers| Azure Cloud

**ANNEXURE (PROJECTS UNDERTAKEN)**

**Cognizant Technology Solutions Ltd., Chennai, India**

Principal Architect – Technologies Dec’18 – Till Date

Sr. Architect – Technology May’12–Nov’18

Architect –Technologies Apr’10 – Apr’12

Zensar Technologies Ltd., Pune, India & London, UK Apr’06-Mar’10

Technical Architect

Satyam Computer Service Ltd., Chennai, India Jun’04-Apr’06

System Analyst

Worked as Software Consultant, US Mar’98-May’04

Sr. Programmer Analyst

**Cognizant Technology Solutions Ltd., Chennai, India**

**Principal Architect – Technology Dec’18–Till Date**

**Sr. Architect – Technology** Nov’ 15–Nov’18

* Assessment, design, and delivery of RPA projects
* Managing the delivery of RPA projects
* Evaluating processes and determining the right candidates for automation
* UiPath, Automation Anywhere-based development, testing, and implementation with UAT
* Solution Design & Architecture for RPA Processes
* Technical mentor for design and code reviews and troubleshooting
* Provide recommendations for IPA tools/frameworks and adoption of best practices.
* Identification and creation of re-usable components
* Setting up Client Dev and UAT Environments, including the RPA Tool installation process on their desktops and servers
* Introduce new technologies and methodologies to all team members and encourage them to adopt and adapt to change.

**Cognizant Technology Solutions Ltd., Chennai, India**

**Sr. Architect – Technology** Nov’14–Oct’ 15

* I comprehended the 88 distinct CAST rule violations for.NET and SQL Queries. The top five rule violations for.NET and SQL rule violations were identified, and a solution was provided. I shared the top five rule violations issues and solutions with the development team.
* I conducted many sessions with the dev team and provided sufficient assistance to improve the code quality for new developed apps.
* Provided support to run the CAST Analysis (multiple times) to improve the CAST Score for the apps.
* All the apps reached the set target of 82% (3.25/4.0). One app reached more than 91% (3.64/4.0) of its set goal.
* CAST Environment setup is completed for 2 development servers and 1 centralised server.
* Developed scripts for database extraction and snapshot generation to complete the CAST Automation solution.
* The CAST Automation solution helped to run the CAST Code analysis independently by the Dev Team.
* The CAST Automation solution decreased process duration by more than 95% (180 min. 🡺 20 min.)

**Cognizant Technology Solutions Ltd., Chennai, India**

**Sr. Architect – Technology**

Oct’13–Oct’14

Coventry Healthcare:

* Worked on various proposals: Non-Workers' Comp Production Support Proposal, Membership Migration in Coventry.
* Worked on various financial related activities like monthly billing sheets, SOW, contractor sheets, CP, Discounts, Flash, Invoices, Reserves, etc.,
* Worked with the onsite manager to resolve delivery-related issues and concerns.
* worked on various presentations like the Weekly Status Report, Project Risks, QBR, Utilization Report, etc.,
* worked on ESA related activities like project related activities, timesheets, invoices, allocation, expense approval, etc.,

Project for Platform Reference Architecture:

* Worked with the PRA team to understand PRA concepts and architecture-related studies.
* Application Development Tools Repository—Researched and updated the description for each tool.
* Analyzed various integration patterns for PRA and prepared DE Apps integration-related documents.

**Cognizant Technology Solutions Ltd., Chennai, India**

**Sr. Architect / Architect – Technology** Apr’10–Sep’13

Cognizant 2.0 :

* I am involved in the architecture and development life cycle of C2 Applications.
* I have developed the Application/Deployment/System Architecture diagrams in Visio for the C2 Apps.
* Invented a new framework for communities [LEO Portals] in SharePoint 2010.
* I was involved in various 300+ LEO Portal developments in SharePoint 2010.
* I worked on the Ops Excellence 2015 Portal, Celebrating Cognizant, Cognizant 19 Years Celebration Portal, etc.,
* SharePoint 2007/2010 has been improved and is supported for 43 Knowledge Management Portals.
* Modules for Managed Communities and Document Repository in the C2 Mashup Site
* I am involved in new feature enhancements and monthly releases

**Training Program Completed**

* + Data Science and Machine Learning course in Top Mentor Institute – in-progress
  + IIT Delhi Data Science & Machine Learning Course – In progress
  + Completed Azure DevOps, Azure Fundamental Course (AZ-900)
  + Complete Tableau 10 Days internal course
  + Automation Anywhere, UiPath, Blue Prism, WorkFusion, Tableau & Celonis
  + CAST Architect & CAST SME – Training completed
  + FAST Search - ESP 5.3 Developer
  + Agile Methodology course completed and Certified

**ACADEMICS**

* + Master of Engineering (Computer Science) from Satyabama Engineering College, Chennai
  + M.Sc. – Mathematics from Madurai Kamaraj University, Madurai
  + B.Sc. – Mathematics from Madurai Kamaraj University, Madurai
  + PGDCA from Datamation, Chennai

**Major Assignments in Cognizant**

**Robotics Process Automation Team**

Principal Architect / Sr. Architect – Technology

* Client : Banking and Finance Service & Life Science
* Duration : Nov’15 – Till Date
* Platform : UiPath, Blue Prism, Automation Anywhere and WorkFusion automation tools
* Brief : Client 6: (Mar 20 – Jul 21) – **UiPath 2019.10 & 2020.x**

I have guided the RPA team to deploy an intelligent solution to automate multiple processes in the drug discovery and clinical data management functions for a leading biopharmaceutical company in the U.S. I have deployed 50 bots in various PODs—clinical, discovery, tech OPS, compliance, finance, and pharmacovigilance. I worked in bot development, like antibody cloning, assay data management, instrument data transfer, file upload, and clinical trials. Gov, Argus Application Transactions, Time Sheet Process, Monthly Compliance Dashboard preparation, Japanese Transaction Process, etc.,

Client 5: (Jan 19 – Feb 20) – **UiPath 2018.4.3**

This Bank Group is a large international banking and financial services company. From its headquarters in Edinburgh, the Group serves over 30 million customers in the United Kingdom, Europe, the Middle East, the Americas and Asia.

**Stop Cheque Process**: There is a business requirement to automate the stop cheque fulfilment process for individual, bulk, and range service requests that have been digitally submitted by customers via the EDS Account Servicing Platform. The business does not want any requests in the Staff Hub application to be completed manually. A range of requests can be handled in the same way as a bulk request – no distinction is required. This process was automated successfully with the UiPath Tool.

**Audit Letters Process:** The objective of an audit letter is to allow the auditors to form an opinion on the financial statements of a company. The audit does not relieve the directors of any of their responsibilities, as they are still responsible for the preparation and presentation of the financial statements. A customer will provide a letter to the bank in a written statement describing an auditor’s independent, unbiased, and qualified evaluation of the accuracy and completeness of a company’s financial statements and practices, as well as an evaluation of the company’s compliance policies. The request is in a non-standard format from the customer to authorize the company to send the required documents. An Audit Letter consists of information regarding all the balances, loans and borrowings, trades, and derivatives.

Client 4: (Oct 17 – Jun 18) – **Blue Prism v6.0**

The client is one of the most Consumer Products and Services bank in the world and centered in one of the world’s top cities with its Global Commercial Payments, Cards & Services division. KRI Disclosure process is to compare the existing Credit Cards disclosure page comparison for Logged-in and non-Logged-in pages. In addition, this solution will identify missing header and header text in Logged-in URLs.

**Use Case 1**: Generate an alert if a disclosure heading is missing with login disclosure and is present without login disclosure and vice-versa.

**Use Case 2**: Generate an alert if disclosure statements are different for instances with and without login disclosures.

Client 3: (Oct 17 – Jun 18) – **WorkFusion v8.3**

WorkFusion is a software-as-a-service (SaaS) crowd-computing platform that uses crowd-sourced workers to teach algorithms to automate a wide variety of knowledge-based tasks, particularly in the financial services, e-commerce, and retail industries. It is a complete automation solution for global operations, combining into one platform all the core capabilities you need to digitise complex business processes: business process management (BPM), robotic process automation (RPA), workforce orchestration, and machine learning-powered cognitive automation.

The MIS Global Report process is about generating a query report on a quarterly basis; data on queries is collated globally from several sources and formats in order to be uploaded to the Trade Telescope tool, which is marketed to internal stakeholders globally. The Trade Telescope tool is used to review the trends in queries and clients’ behavior.

Client 2: (Jan 17 – Sept 17) **– Automation Anywhere v10.3**

The client is one of the most iconic banks in the world and is centered in one of the world’s top cities with its consumer banking division. The client’s retail banking division consists of approximately 4,000 branches and holds deposits totaling more than $320 billion. It offers checking and savings accounts as well as small business services. The Retail Services division provides consumer and commercial credit card products, services, and retail solutions to leading national and regional retailers across the U.S.

Client 1: (May 16 – Dec 16) – **Automation Anywhere v10.2**

The client is one of the world's leading and most prestigious banks. It is ranked first among the banks in France and has been awarded the most valuable brand in the country. Its Corporate and Institutional Banking (CIB) wing is situated in the US and was running six different processes. The processes, according to the client, were time-consuming and increasingly erroneous while being performed manually, thus making them suitable for automation. Cognizant succeeded in securing the deal, and after carrying out an initial assessment, it was found to be a potential candidate for automation.

**CAST Automation / CAST Tool Implementation**

Sr. Architect - Technology

* Client : Delivery Excellence – Industrialize Team
* Duration : Jan’14 – Oct’15
* Platform : VS.NET 2013, C#, SQL Server 2012, CAST Software 7.3.1, Apache Tomcat, JDK 1.7
* Brief : CAST is an end-to-end code analysis tool for a product or application. It is capable of analysing all

the layers (UI, business, services, and database) and providing insight at the application level. CAST Automation is wrapped around the CAST Tool. CAST Automation helps the team run the CAST Analysis independently without any additional manual interaction. We identified that the CAST analysis process can be separated into de-coupled components. We have built CAST input parameters through screens and table inputs. The project-related details are stored in a SQL Server database to raise the CAST request. We have developed CAST scripts to complete database extraction and snapshot creation. Also, it has reduced the CAST code analysis duration by more than 95%. CAST application code analysis process has been identified.

**Coventry - Healthcare**

Sr. Architect - Projects

* Client : Coventry Healthcare Inc., (Module: Non-Workers Compensations)
* Duration : Oct’13 – Jan’14
* Team Size : 65 + 160 Testing Team
* Platform : VSTS 2010, ASP.NET 3.0, VB.NET, Oracle 9i
* Brief : The Coventry business area has been broadly categorised as Workers' Comp and Non-

Workers' Compensation. Under Non-WC, several lines of business exist; Medicare, Medicaid, Commercial, Federal, and specialty services such as dental, vision, and behavioral health. These LOBs are managed by five VPs in Coventry. We have both a development and testing presence for most of the LOBs, except for Medicaid and Federal. In development, we do projects, enhancement and production support. Our testing team is huge, with around 175 members out of 280 total strength. The claims processing application is the core of Non-WC and we are doing testing for most of the modules in that application, like Managed Care, Billing, GL, and Membership. We do support the development and testing of the Provider Database. We do have some presence in pricing support and testing. We have a good presence in broker commissions, member portals, and broker portal applications.

**Cognizant 2.0** (Process and Tools Group)

Sr. Architect - Technology

* Duration : Apr’10 – Aug’13
* Team Size : 30
* Platform : SharePoint 2010, VSTS 2008, ASP.NET3.5, C# 3.0, SQL Server 2008 R2
* Brief : Cognizant2.0 is an end-to-end integrated, intelligent global delivery ecosystem that creates a the

power of structured processes is leveraged by the connected teams and is enhanced by the right knowledge imparted at the right time. The features of Cognizant 2.0 span across project workflows, process orchestration, user collaboration, integration forums, and document management. Cognizant 2.0 also encompasses a good library of standard IT processes modelled holistically, along with the right guidance and samples, checklists, and best practices. The platform encompasses all the aspects of structured project management, such as planning, configuring, measuring control, and user-created workflows. Cognizant 2.0 reduces the setup time through the right recommendation of process packages based on the project parameters like technology used, methodology, project size, and solution type provided while setting up the project.

**Major Assignments in Zensar, Pune**

**Network Code Invoicing (NCI) -** Centrica, UK

Technical Architect

* Duration : Jan’09-Mar’10
* Team Size : 17
* Platform : VS.NET 2008, ASP.NET3.5, C# 3.0, SQL Server 2008, SSIS, SSRS, IIS 6.0, VSS 2005,

Windows 2003

* Brief : The NCI project focused on adding value to Centrica by improving the gas settlements as well

as the metering-related business processes and reducing the risks associated with lack of validation, delayed payments as well as loss of shipper license. In addition, there was also a requirement for rationalising the external databases and spreadsheets that supported validation, aimed at enhancing data security and control. The current application processes invoice files that are received and performs primary validations like checking for file format correctness, VAT rates, and valid charge types. The charges were validated using the data held in NCI. However, the current tool did not validate the charges against the billing system based on actual consumption (AQ, SOQ). The Settlements team relies on using Excel and Access to manually perform the secondary validation rules based on customer numbers, metre point references, estimated consumption per customer, industry rates, etc. before approving an invoice. The new NCI system enabled check of the invoice file format correctness and progress data for the loading directory based on the agreed exception rules as well as performing the secondary validations. This ensured that the invoice file data was correct in comparison to the Xoserve and the Centrica systems' data. Any variance that was beyond a predefined threshold was flagged as exceptions in the system as well as highlighted to the users.

**Direct Fulfillment Management System -** Marks & Spencer plc. London, UK

Technical Architect

* Duration : Apr’06 – Jan’08 & Aug’08 – Dec’08
* Team Size : 6
* Platform : VS.NET 2003, ASP.NET, ADO.NET, C#, UML, Java Script, HTML, DHTML, XML, SQL Server

7.0/2000, IIS 6.0, VISIO 2000, Visual Basic 6.0, VSS, Windows XP.

* Brief : DFMS was a web-based system for the DC user to allow changes to the existing IT systems (ICOS,

MUWS, and DFMS) that involved allowing flexibility in the picking and packing operation to meet the business objectives described above, including the introduction of a new IT system called DFMS. The DFMS application completely balances the workload for the fulfilment of direct orders and across distribution centers. It allowed the stock to be picked in one distribution centre as well as packed in another, with shut-off dispatch dates by the delivery service. The Packing Control System contained 2 approaches, such as Direct DC and TRACOS. This project was carried out in M & S warehouses. This project describes the different levels of packing systems.Additional packing line expansion program was extending the packing line in Woolston DC. This project was in continuity of the previous assignment with M&S. The major system design and Infrastructure setup handled in Marks and Spencer plc, UK. Upgraded M & S Warehouse Packing Control Systems, located in Woolston and Thorncliffe. The upgraded project included 12 Production Servers and 500 Workstations for Packing System.

**Workplace Management System -** Fulcrum, London, UK. Pune.

Technical Architect

* Duration : Jan’08 – Jul’08.
* Team Size : 10
* Environment : VS.NET 2005, ASP.NET 2.0, ADO.NET, C#, UML, Java Script, XML, Oracle 9i, IIS 6.0, VISIO 2003,

VSS, Windows 2003.

* Brief : Customers requested gas connection to the source systems. The design for connection was carried

out, the estimated cost and connection date were proposed in the source systems, and the quotation was provided to the customer. Once the customer accepted the quotation, the job was planned and tracked in WMS for completion. The job/project was associated with the quotation. The job could have a single or multiple work instructions/schedule items generated in the respective source systems. To facilitate capturing the right details for NRSWA notice generation, work instructions were to be primary, reinstatement, and clear away types. They will also contain information about the streets like ownership of the streets, private or public, etc. Each work instruction will have a job card associated with it. Each job card displays the scheduled items that make up the WI. The job cards were printed for primary work instructions and sent to contractors, who, after completion of the work on site, filled in the job card details and returned to business. The job card details were manually captured in WMS and certain validations pertaining to the TEAR update were performed. The details were sent to TEAR, then the job was closed in WMS.

**Major Assignments in Satyam Computers, Chennai**

**Unilever Projects,** Unilever Australia

Project Lead

* Duration : Jan’06 – Apr’06
* Team Size : 20
* Platform : VS.NET, VB.NET, ASP.NET, ADO.NET, C#, UML, Java Script, HTML, DHTML, XML, XSLT, Oracle

9x, IIS 6.0, VISIO 2000, Visual Source Safe 6.0, Windows XP.

* Brief : **1. Uni-net**: Uni-net was the extranet website for the vendors of Unilever. This website maintains

information on inventory, stock on hand, gross requirements as well as bulk quantity tank level updates, Advanced Shipping Notice and Delivery Confirmation interfaces, and DIFOTQ (Delivery Information on Time and Quality).

**2. Dash2 Telesales**: Dash2 Telesales already has a working production application. It was used to direct telesales agents to contact clients based on call queues and to accept orders for Streets Products.There were 4 distinct phases to the flow within the system (with the exclusion of maintaining system settings). The flow descriptions were defined by the Order Entry Phase, Order Assurance Phase, Fulfillment Phase, and Sales Data Consolidation Phase.

**Vendor Information Networks (VIN),** TRW Automotive

Project Lead

* Duration : Apr’05 – Dec’05
* Team Size : 20
* Environment : VS.NET, VB.NET, ASP.NET, ADO.NET, C#, UML, Java Script, HTML, DHTML, XML, XSLT, Oracle 9x, IIS

6.0, VISIO 2000, Visual Source Safe 6.0, Windows XP.

* Brief : The Vendor Information Network (VIN) was a global Web-based system with a suite of applications

(tools) for shared supply base management. It was a centralised purchasing information system that assisted in enhanced decision-making as well as management of the workflow across various processes in purchasing. It served as a supplier portal that facilitated seamless communication between TRW Automotive and its suppliers.

**Legal Advantage Web,** ChevronTexaco, San Roman, CA

Project Lead

* Duration : Jun’04 – Apr’05.
* Team Size : 6
* Platform : VS.NET, VB.NET, ASP.NET, ADO.NET, C#, UML, Java Script, HTML, DHTML, XML, XSLT, COM+, SQL

Server 2000, IIS 5.0, VISIO 2000, Visual Source Safe 6.0, Windows XP.

* Brief : L.A.W (Legal Advantage Web) tracked all of the client's litigation data and documents.This application

allowed for improved data reuse and re-analysis. The existing application could be accessed only in-house. The new application overcame this limitation as it was developed as a web application with ASP, C#.Net, SQL Server, and Crystal Reports. The application consisted of eight modules, each with a specific set of functionalities. Various MIS reports were generated through this application.

**RPA Certification**

* Automation Anywhere -Advanced RPA Professional
* Blue Prism-Blue Prism Developer Accreditation
* Openspan-Openspan Certified Developer
* UiPath - Orchestrator 2019.x
* UiPath-Advanced RPA Developer
* Workfusion- Machine Learning Engineer
* Workfusion- Workfusion Data Analyst
* Workfusion- Workfusion Power User
* Workfusion- RPA Developer Basic Level
* Workfusion- RPA Developer Advanced Level
* Workfusion- Workfusion Business User