

## Resume

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### Professional Summary:

- Overall 12+ years of IT experience. A **Lead Consultant** with over **6+** years of experience in **Machine learning** (Workfusion), Robotics process automation (**RPA**), **UiPath** and different RPA tools.
- **5** years of experience developing applications using Java/J2EE technologies in **Insurance** and **Healthcare** domains.
- Extensive experience in **Cognitive Business Process** Development with the focus in **Banking, Insurance, and Health care**.
- End-to-End **ML & RPA** life cycle design and development expertise using **WorkFusion Machine Learning – ODF, AutoML -SDK, OCR, SPA, RPA, and Uipath**.
- Successfully deployed several Cognitive bots with **Workfusion 10.2.X** across different platforms and successful implementation in Production environment.
- Created ML workflows which involve training large datasets for **WorkFusion Machine Learning** Models.
- Good Knowledge in utilizing various libraries like **Numpy, Pandas, Matplotlib, Seaborn** to perform various Data Processing steps to develop a model.
- Implemented processes that monitor emails, download pdf documents, perform OCR, and tag data by Machine Learning models and upload them to **LLEs**, this reduced manual document handling errors and handling time by **90%**.
- Developed code that leverages modern web application development **Streamlit** frameworks.
- Responsible for **Solution Orchestration** and **design of Technical Documentation**.
- Extensive **5 years' experience in Java** languages like **Struts, Servlets, Spring Jdbc, Hibernate, Liferay framework, Web Services,XML,JAXB** and **Jsp, Ajax,JQuery**.
- Expertise in analysis, design, development, testing and maintenance of large scale object oriented applications.
- Highly creative problem-solving skills
- Detail-oriented and has excellent interpersonal skills
- Extensive exposure to various defect management tools like JIRA for Creating Requirements, Writing Test Cases, Creating Test Sets, Mapping the Requirements and Logging Defects.
- Knowledge in developing customized Light weight persistent classes

### Career Profile:

- Working since Nov 2018: Infosys Limited, Chennai.
- Oct 2015 - Nov 2018 : Cognizant Technology Solutions, Chennai.
- Dec 2011 – Oct 2015 : Xerago E-Biz Services Pvt. Ltd, Chennai.
- June 2010 – November 2011: Sans pareil it services Pvt Ltd, Chennai

### Hackathon events:

- Application FAQs intelligence: 1<sup>st</sup> Place (Infosys)
- Chatbots in customer service : 2<sup>nd</sup> Place (Cognizant)

### Websites, Portfolios, Profiles:

- <https://www.linkedin.com/in/sudhakar-govindaraj-74107669/>
- <https://covid19-stats-ds.herokuapp.com/> - Covid-19 Live dashboard
- <https://eda-report.herokuapp.com/> - EDA, Model Building, Sentiment Analysis, NLP
- <http://extract-mrz-app.herokuapp.com/> - Passport PII extraction

**Visa status:**

- **Canada** : August 2021 to July 2023

**Academic Qualification:**

- BE (computer science -2010), Roever Engineering College. Anna university- Chennai.

**Certification:**

- **Workfusion** :
  - **ODF2.0** -Open Development Framework
  - **Digital workers**
  - Intelligent Automation for **Banking**
  - WorkFusion **ML Engineer**
  - Machine Learning **Data Analyst**
  - ELK Elasticsearch with Logstash and **Kibana**
  - **RPA Core**
- **Python** :
  - Python for **Data Science** and machine learning
  - **NLP** - Natural Language Processing with Python
  - **Building Machine Learning** Web Apps with **Streamlit**
- **UiPath** RPA Developer Advanced Diploma
- **UiPath** RPA **Solution Architect** - Completion Diploma
- **AA- Automation Anywhere** Certified Advanced RPA Professional
- **Hibernate** and JPA with **spring boot**

**Technical Skills:**

Domain	Banking, Insurance and Health Care
WorkFusion	ML, Control Tower, Scheduler, SPA Studio, RPA, Workspace, Mesos, Marathon, Nexus, Amazon S3, ML-SDK
Languages	Java , Python
Machine Learning & AI:	SciKit Learn, NLP, Streamlit
Data Visualization	Matplotlib and Seaborn
Data Mining	Pandas, Numpy
BI	Tableau, Kibana ELK
RPA Tool	Workfusion RPA, UiPath , Selenium
Web Technologies	HTML, JSP, Servlet, JavaScript, Ajax, JQuery ,XML,XSLT
RDBMS	Oracle,MYSQL
Database Connectivity	JDBC, Spring JDBC Templates, ORM
Frameworks	Struts, Hibernate, Liferay, Spring
Tools/IDE	Workfusion Studio Eclipse, Net beans , TOAD, Mail Server, Log4j
Application Server	BEA Web Logic10.3, Websphere
Web Server	WebSphere Portal, Apache tomcat
Operating Systems	Windows, Linux(UBUNTU)
Configuration Tools	GIT, SVN, Mercurial
Testing Tools	Mockito-junit , Code Coverage
CI / CD	Jenkins, Sonar

## **Projects:**

**Role** : **Data Scientist & Senior Consultant**  
**Domain** : Banking  
**Client Name:** Bank of America  
**Sub Modules:** Common Extraction IE (Custom Hyper Model)  
**Model** : Extraction Model

**Description** : This AutoML SDK model will parsing through unstructured data and extracting essential information and structured data formats. The Hyper model trained & deployed in an actual banking environment and it has significantly reduced manual tagging time. The Documents processed less than 10 second. The fields required to complete each Service request transaction like Stop Payment, statement copy, backup request etc. This Model developed for extracting entities such as client name, bank account number.

## **Responsibilities:**

- Worked closely with various teams across the banking system to identify right dataset like structured, semi-structured, and unstructured documents.
- Construed **400+** Service Request complex simulation datasets and Splitting as training and test set.
- Utilized machine learning techniques for outlier discovery & pattern search based on various data.
- Used Sensitivity analysis Pipeline configuration (**V.10.2.X**) for **ParamGrid** and changing different Python **classifier algorithms**, and built a model of box office performance.
- Developed **Streamlit** dashboards for better visualization of the data, metrics derivation of insights easier.
- Applied Auto-ML SDK components like annotator, Feature Extraction and Post processing.
- Improved overall Model accuracy **85%**
- Monitored and maintained high levels of data analytic quality, accuracy, and F1 score consistency.

**Environment:** AutoML SDK, Java, Python, Scikit learn

**Role** : **Senior Consultant**  
**Domain** : Banking  
**Client Name** : Bank of America  
**Sub Modules** : Credit Assist and Document Assist  
**Model** : 5 Classifications & 10 Extraction Model (Custom Hyper Model)

**Description** : The Email Assist process receives over 1 million emails annually from commercial clients. Each message must be categorized into types, and tasks required by each message must be correctly routed in order for client service to begin. The main focus of this process implementation is to make extensive use of WorkFusion Machine learning capabilities to classify the input emails which come in and further classification auto-extract the fields from the email body and send the extracted JSON back to the downstream systems.

## **Responsibilities:**

- Analyze application behavior and implement enterprise automation and machine learning using WorkFusion Platforms.
- Actively collaborate with Workflow , data scientists part, data engineers, ML engineers, researchers, End-2-End, and Usecase Design to get things done.
- Analyze large amounts of Data/information to discover trends and patterns using Scikit-learn Python.
- Collaborated with multi-disciplinary product development teams to identify performance improvement opportunities and integrate trained models.
- Designed and Trained Classification & Information Extraction Model to Extract/Classify information from large scale dataset.
- Performance tuning for a high-performance HPO selection and Grid search with Version **10.2.X**.
- Optimized personalization algorithms for Model and increased model performance with 20% F1 Score.

- Created **post-processing rules** to capture those invalid data and route those Document to the workspace to be tagged manually
- Applied Auto-ML SDK components like **annotator, Feature Extraction and Post processing.**
- Due to the varying nature of the email contents, it was difficult for the model to classify them correctly.
- Retraining the model with new types of emails and large dataset **reduced the errors.**
- Requirements analysis and translation to technical specifications using Performance Metrics Tool.
- Interact with customer and participate in business and system requirements sessions
- Requirement gap analysis and transforming the functional specs into technical specs
- Responsible for delivering the project as per customer requirements within the given time period
- Creating Knowledge management repository to share between team members.

**Environment:** WorkFusion ODF, Java, ML-SDK, Exchange Web Service (EWS), OCR, Python, Junit

**Role : Senior Associate**

**Domain : Insurance**

**Client Name : CHUBB**

**Sub Module : Global Sanctions, Claims Vision and FNOL Acord Form Auto/Property**

**Model : 1 Classification & 2 Extraction Model**

**Description :** Global sanctions process involves name matching for individuals, organization or vessel names to identify potential match or false positive. Process automation will be limited to level 1 clearance only. Claims process (payments & reserves) involves making expense & indemnity payments & expense & loss reserves towards various property related claims. Generally clearance and claims process need many man power to complete the process. Here we have developed a robot using Java and WorkFusion intelligent automation tool to reduce man power and also increase efficiency.

#### **Responsibilities:**

- Created Functional Requirements Documents (FRDs) for a Robotic business process, based on business process design discussions with business stakeholders.
- Analyze application behavior and implement enterprise automation and machine learning using WorkFusion Platforms.
- Actively collaborate with Workflow design, data scientists, data engineers, ML engineers, researchers, End-2-End, and Usecase Design to get things done.
- Conceptualized, designed and developed the Robotic process automation projects using Workfusion Studio.
- Preparing the SDD/ Workflow diagrams docs about the automation process.
- Created a WF Human Task and tag the fields
- Create the WF Training set using the 6000+ Historical Training set provided by customer.
- Responsible Model creation when the “ Automation Available” label is displayed.
- distance metric, the **Jaro– Winkler** distance and Rule set
- Created custom model for **Post processing and Feature extraction**
- Responsible for improve accuracy percentage.
- Created **post-processing rules** to capture those invalid data and route those Document to the workspace to be tagged manually
- Applied Auto-ML SDK components like **annotator, Feature Extraction and Post processing.**
- Ensured fabricated bots met all workfusion standards.
- Retraining the model with new types of emails and large dataset **reduced the errors.**
- Involved in code review of the team members and implemented best practices.
- Responsible for delivering the project as per customer requirements within the given time period.

**Environment:** WorkFusion, Java, ML-SDK, RPA, Exchange Web Service (EWS), OCR

**Role : Associate**

**Domain : Insurance**

**Client Name : CHUBB**

**Project : Workers compensation system(WCS)- RPA**

**Description :** Businesses automation process, TO validation process and policy of Construction Practice - New Business and Renewal & Construction Wrap) leveraging Bot to reduce / eliminate manual effort as much as possible. This process help to reviewed and updated in a faster way with less manual intervention. Bot extracted information form PII and three supporting PDF' s file and feed data into WCS application

**Responsibilities:**

- Designed and developed RPA Bot task.
- Developed the connectors between the bot with several legacy applications via interrogating the elements in the web and desktop applications, scraping data from shared folder PDF files and presenting them in a User Interface for the agents to process the compensation request quickly.
- Created workflows as per the process maps, technical design documents and test cases for UAT to ensure a seamless delivery of the quality process.
- Introduced Selenium POM to reducing code duplication and improves test case maintenance.
- POM - Makes the code reusable (object repository is independent of test cases).
- If any information was missing from the dataset, bot used to get stopped until it gets manually updated
- Added logic to handle these exceptions so that bot can process the next line items and sent an email to the SME with the exception order number for the additional steps.
- Introduced CI methodology to ensure the continual delivery of the processes and better integration to provide a quality process.
- Monitored the performance of web clients using Scheduler Robotic Bot-task to ensure WCS web applications' smooth functioning.
- Implemented a solution for post-implementation exception handling for the production support team
- Responsible for the regular production support activities as well as the enhancement related tasks..
- Responsible for all aspects of architecture for applications and projects for an organization Includes architecture strategy, data technology, re-use, components, etc.

**Environment:** WorkFusion -RPA, Java, Jsoup, Selenium POM, Shared Folder, Adobe acrobat reader

**Full stack development Projects**

**Role :** Associate

**Title :** AIG CIP Conversion

**Domain :** Insurance

**Client Name :** American International Group

**LOB :** Auto,Home, Earthquake,Flood

**Environment :** Java/J2EE ,Spring Batch, Hibernate,JAXB,XSLT, Oracle and Log4j

**Description:** The conversion hub (“ Conversion Hub” ) to provide functionality where at each PCG policy renewal the data associated with the customer, account, policy and sub-policy, billing, inspections and document metadata in Customer' s current systems is automatically converted to formats that can be accepted by CIP and the converted data is then automatically transferred electronically to CIP (the “ On Renewal Conversion” ). Various data elements are housed and maintained out of different systems are

1. ePCG which is a hub for AIG Private Client Group's account management, quote and policy servicing
2. Wheatley Insurance Systems (“ WINS” ) which is a system used to rate, quote, issue, bill and process claims for Auto, Homeowners, Collections and Excess liability and Earthquake policies
3. RADIUS which is a Home inspection order application which is integrated with both ePCG and ePremier Underwriting Systems (“ UW” ). The UW systems initiate inspection requests which are sent to Radius through a web service

**Responsibilities:**

- Developed supporting JAVA classes that controlled the whole flow of the module as per specifications.
- Developed the middletier using Session Bean, Entity Bean / DAO and Business Objects.
- Resolving technical and functional issues on a daily basis.
- Used Toad and Oracle9i Sql prompt to interact with the database.
- Used SVN for version control.
- Involved in code review of the team members and implemented best practices.

- Check Variance Report and transmission logic

**Role** : **Senior software engineer**  
**Title** : **DTCWS and DTCADMIN**  
**Client** : Royal Sundaram General Insurance  
**Domain** : Insurance  
**LOBs** : Motor, health and Travel Insurance  
**Agents** : **PolicyBazaar,SCB,SBI,DBS Bank,CITI Bank**  
**Environment** : Java/J2EE, Hibernate, Spring, Web Services ( REST), Tomcat, Liferay, XSLT Oracle and Log4j

**Description:** DTCWS is an insurance domain project, which deals with the entire Health, Travel, Home Shield and Motor Insurance. It supports different Life Annuity policies. It deals with much functionality like Application, Contract, Underwriting, Agent/Broker, Renewals, Transactions, claims, Billing, Schedule, Relationships, Contract Information, Customer Information. This provides services to register the user, generating the Quote, Save the Quote and Purchasing the Policy and Proving the history of all transactions to a particular customer. Apart from this customer can view/edit the account details after authentication and authorization of customer and Adding new policies into the System. Admin services to register the Agent's, Offlineswipe, cheque-payment, generating the Reports,PDF, Agent authentication, customer tracking.

**Responsibilities:**

- Creating technical specifications from analyzing functional specifications
- Used SOAP and REST based WebServices to develop Services.
- Used Spring (SpringJdbc) framework to interact with Database.
- Interacted with Clients to gather business requirements and generated requirement specification documents.
- Used SVN for version control.
- Leading the project team, specified design and coding standards.
- Developed the middletier using Session Bean, Entity Bean / DAO and Business Objects.
- Used AJAX for dynamic data fetch.
- Involved in code review of the team members and implemented best practices.
- Used Toad and Oracle Sql Prompt to interact with the database.
- Involved in development of Search Screen Module which is extensively used by application.
- Involved in coding ,Report generation and Bug fixing.
- Involved In **X-Gen** and Reports Generation.
- Worked on call for production support.

**Role** : **Software Engineer**  
**Title** : **Find My Citi**  
**Client** : Citibank  
**Environment** : Java/J2EE, GoogleMap3, JSP, Servlet, Ajax, XML, Webservice, My SQL, JQuery, CSS3 .  
**Duration** : March 2012 to August 2012

**Description:** Locate a Citibank ATM or Branch anywhere in the world. The domain owner summarizes the content as ATM Locator, Branch Locator, Citibank ATM, Citibank Branch, Asia Pacific, Australia, Citi ATM, Citi Branch, Citigold Center, Citigold Centre, China, Hong Kong, India, Indonesia, Korea, Philippines, Malaysia, Singapore, Taiwan, Thailand, Find Citi, Findmyciti, Find My Citi, citifinancial. To categorize this website features are Traffic view, Search along route, Satellite view, Street View, parameter input size for forms, avoid toll for directions, Virtual refresh for new design Google Maps, Google Maps API Web Services and Changed geocoding from version 2 to version 3. We have implemented & maintaining 25 countries.

**Responsibilities:**

- Writing service to fetch and manipulate data from the database.
- Built on comprehensive map data, delivering end users a seamless ATM & Branch map experience.
- developed a system that will display the status of a particular ATM.
- Dataset capture ATM centers location using longitude and latitude.
- Access markers from Google Maps API and Restful Web Services.
- Involved in coding and Bug fixing.
- Developing JSP pages for various modules like new Region language pages Admin, Edit/View etc.
- Involved In Excel and Reports Generation.

**Personal Details:**

Fathers' Name	:	Govindraj T
Date of Birth	:	April 07 1989
Languages known	:	English,Tamil
Marital status	:	Married
Nationality	:	Indian

**Declaration :**

I hereby affirm that the information provided by me is accurate and true to the best of my knowledge.

**PLACE :**

**DATE :** (G SUDHAKAR)