** SHIVA KUMAR REDDY**

 **RPA Developer**

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**Professional Summary**

* Around **11** Years of Experience in IT Industry involving in all phases of software Development Life Cycle.
* **10** years of experience in Robotics Process Automation (RPA) using the top RPA products Automation Anywhere & UI Path.
* Created Functional Requirement Documents (FRDs), Technical Design Documents (TDDs)and Process Design Documents (PDDs) forRPA projects by discussing with business stakeholders.
* Experience in automating Windows based and browser-based applications.
* Automated some of the daily processes using Automation Anywhere thereby reducing costs and manual intervention.
* Worked in the Robotics process automation development with the tool Automation Anywhere.
* Delivery of projects for identified process improvements using RPA methodologies.
* Involved in automating the business requirements using UiPath and Automation Anywhere by creating tasks using task recorder and task editors.
* Preparing Process Design Document and Solution Design Document for RPA Solution.
* Used AA Control Room to Manage Queues and Device pools for parallel processing.
* Implemented all the Basic, Desktop, web recordings using numerous activities and flow charts using Automaton Anywhere in Agile & Kanban Methodology.
* Demonstrated the workflow using Lucid charts and different processes in Automation Anywhere mainly on Database, Web and Windows Applications, Excel, PDF etc.
* Created Workflow charts using Visio and Presented in Microsoft PowerPoint.
* Worked on usage of different Screen Scraping methods (Full text, Native and OCR) for extracting data.
* Automated Excel reports by creating pivot tables using VB scripts.
* Used triggers and logs to check and run failed processes in Automation Anywhere Control room by deploying them on runners.
* Used Automation A360 Python script to execute Python functions to build a Bot and parse the JSON response from REST & SOAP Web services.
* Used Metabots to upload and download documents from AWS S3 bucket and Cyberduck server.
* Automated downloading reports from Stripe to generate structured reports and created pivot tables in Excel.
* Worked on SQL Database to generate csv reports and used them as Queued work items.
* Created shared device pools for multiple Queues and scheduled Bots in Automation Anywhere Control Room.
* Worked with Business Analysts to gather customer needs and create Q2O.
* Used ARIS, VISIO & Lucid charts to create process flow diagrams to document each step of RPA Process.
* Built multiple Bots to parse Get, Put, Post, Delete options using Run Scripts commend in AA and used Python scripts to get the data from SOAP Web services.
* Used Q2O process by generating a Queue in Automation Anywhere to process orders and cash collection workflows by automating repetitive and rule-based tasks, reducing errors, and increasing efficiency.
* Bots which use this O2C will mostly involve in tasks such as order entry, order validation, invoice generation, payment processing, and more.
* Using Q2O process helped the business by reducing Input errors due to high volumes of paper orders, Wasted employee time, Delay in processing sales order, Customer dissatisfaction due to late deliveries, Payment denial due to customer dissatisfaction, Lower net profit margin.

**Technical Skills**

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| --- | --- |
| RPA Tools  | Automation Anywhere, UI Path |
| Databases  | MS-SQL Server 2008/2010/2012/2014, MS Access, MySQL |
| Reporting & Testing  | MS SQL Reporting Services |
| Scripting Tools | HTML, XML, VBScript, Python, VBA |
| Tools  | MS Visual Studio 2008/2010/2012, Selenium |
| Operating Systems  | Windows server 2008/2010/2012, Windows, Linux  |

**Professional Experience**

**RPA Engineer/Developer Feb 2024 - Present**

**USAA, San Antonio, TX**

# Responsibilities:

* Documented business requirements and created PDD, SSD and deployed RPA bots using Automation Anywhere A360.
* Expert in Business case documentation and designing solutions for end-to-end automation, resulting in significant time and cost savings for ROI creation.
* Expert in data extraction from structured and un- structured documents using OCR and Regex.
* Created and managed bot workflows, ensuring smooth execution and error handling.
* Conducted process assessments to identify automation opportunities and improve operational efficiency.
* Collaborated with business stakeholders to gather requirements and map current processes for automation.
* Proficient in using Automation Anywhere A360 Control Room for managing bot lifecycle, scheduling, and monitoring.
* Experienced in developing bots using the Automation Anywhere A360 Bot Creator and leveraging built-in commands.
* Skilled in integrating Automation Anywhere A360 with other applications and systems using APIs and connectors.
* Developed test cases and conducted rigorous testing to ensure bot functionality and accuracy.
* Implemented a bot for data migration that improved data accuracy and reduced manual workload by 50%.
* Created multiple use cases and done regression testing in IT & UAT.
* Utilized Python scripts within Automation Anywhere A360 to extend bot capabilities and handle complex logic.
* Developed custom Python functions to be executed by bots, enhancing automation processes.
* Created Python scripts to process and analyze large datasets, integrating these scripts with A360 bots for real-time data handling.
* Implemented machine learning models using Python to automate decision-making processes within A360 workflows.
* Developed Python scripts for API interactions, enabling A360 bots to communicate with external systems and retrieve data.
* Implemented web scraping solutions using Python libraries (e.g., Beautiful Soup, Selenium) within A360 to automate data extraction from web sources.
* Developed and executed test cases to validate the functionality and performance of Python scripts used in A360 bots.
* Documented Python code and automation processes, ensuring clear understanding and easy maintenance for future development.

**Environment:** Automation Anywhere A360, VBScript, MetaBots, XML, HTML, ARIS, REST API

**RPA Developer March 2022 - Feb 2024**

**U.S. Bank, Cincinnati, OH**

# Responsibilities:

* Developed new Bot processes and objects using core workflow principles that are efficient, well structured, maintainable and easy to understand.
* Created implementation plan for RPA solution design and get it sign of from operations in Agile Methodology.
* Design solution, Implemented AA commands effectively to get data from excel, website data using OCR.
* Involved in writing VB scripting as required wherever Automation Anywhere commands are not sufficient or most suitable for performing any task.
* Reviewed & fixed Business Process Production issues using Automation Anywhere.
* Created test cases and subtasks in JIRA to validate and generate test results before Peer reviews.
* Created Macros in Excel to create fixed results and cosmetic requirements for Business.
* Innovatively integrated the advanced features of automation tools like OCR, Web Recorder for existing robots and improved the performance using Automation Anywhere.
* Effectively used String Commands, Excel Commands, PDF Operations, Metabots, Decision Rules, Loops, Variable Operations for performing various functions. Used MetaBot commands for preparing highly reusable tasks.
* Effectively used workflow design by using Scheduler to schedule a Bot to run 24/7 in the Control room.
* Worked with Development team to develop Bots to work on Mainframe application and extract user data to validate the account entitlements.
* Deployed SQL packages in JFrog Artifactory repository to automate and schedule a service delivery on the SQL Server.
* Create workflow diagrams and used them in JIRA confluence pages for knowledge transfer.

**Environment:** Automation Anywhere v11& A360, IQ Bots, Mainframe, SQL Server 2019, VBScript, XML, HTML, Visio, REST API

**RPA Developer April 2020 - March 2022**

**SmileDirectClub, Nashville, TN**

# Responsibilities:

* Involved in designing, developing and implementation Robotic process automations using Automation Anywhere.
* Involved in identifying the opportunities to automate manual tasks using Robotics Process Automation (RPA) technology and established Commercial-wide RPA program to deliver the software bots in production.
* Created process model for browser-based application and testing it by using Automation Anywhere.
* Automated routine backups, file management and generating report from various applications and regular cleanup tasks using Automation anywhere.
* Participated in Setting up the Automation Anywhere development environment (software installation, installation of related technologies such as logging etc).
* Designed solutions utilizing RPA best practices and maintain technical responsibility for project delivery.
* Worked closely with Process SME's to prepare Process Definition Document (PDD) & Solution Design Document (SDD).
* Reviewed & fixed Business Process Production issues using Automation Anywhere. Automated the application using Automation Anywhere Commands. Created database connections to fetch the data and stored procedures to save data into Database tables.
* Worked closely with Process SME's to prepare Process Definition Document (PDD) & Solution Design Document (SDD).
* Developed bot to extract data from text files and converted the Excel files to csv using VB Scripts.
* Created change records for approvals in Service now for migrating and scheduling bots in PROD.
* Extensively worked on debugging application for fixing bugs and Production support.
* Used Automation A360 to execute Python scripts to retrieving the recent changes occurred on an application using SOAP API.

**Environment:** Automation Anywhere A2019 &v11.3.5.1, SQL Server 2018, API, .Net, VBScript, XML, HTML

**RPA Developer Sep2018 - April2020**

**DaVita Healthcare, Malvern, PA**

# Responsibilities:

* Involved in designing, developing and implementation of Robotic process automation using UI Path.
* Involved in identifying the opportunities to automate manual tasks using Robotics Process Automation (RPA) technology and established Commercial-wide RPA program to deliver the first software bot in production.
* Creating solution on process automation for different Business Applications (Windows based, Browser based, Java and Mainframe.
* Hands on in creation of Email, Excel, Image, process automations in UI Path. Developed various Sequence Flows and Workflow charts using various activities.
* Creating and documenting test procedures and scenarios for pre-UAT phases supporting the operational teams during UAT and rollout phases.
* Feasibility study for RPA implementation by developing Proof of Concept (POC) and validating it with Proof of Value (POV).
* Integrated Queues from orchestrator into automation, so that each request is retried multiple times, if the request is failed I each sprint.
* Automated text in PDF's using screen scraping to calculate the invoices and store them into a data table using UI Path.

**Environment:** UI Path, SQL Server 2014, .Net, VBScript, XML, HTML.

**RPA Developer Oct 2017- Aug 2018**

**Travelers, Hartford, CT**

# Responsibilities:

* Having good exposure across the industries such as Banking and Financial services.
* Involved in PILOT Phase, which is the final discuss before production done between SME and RPA Developers.
* Experienced in Building Solution Design Document (SDD) & Object Design Instruction (ODI).
* Having the interactions with the Business Analysts (BAs) from the business to gather the business requirements and finalizing the requirement. Preparing the design process document and for gaps, if any on locking the requirement changes etc.
* Defining the business scenarios and implementing the same into the standard system to meet the requirements for Automation Anywhere.
* Worked with mainframe, windows, and web applications for an end-to-end process.
* Identifying the scenarios to run whether the new tasks have been working fine on various scenarios i.e. Internet Explorer, Mozilla and Google Chrome.
* Build relationship with all work streams for intake/changes into Citrix environment.
* Analyze each client's specific request and determine the underlying problem and recommend proper solution using Citrix automation.
* Getting code rectified and running the program to confirm the new application has been working fine in the defined scenarios.
* Worked on the performance of the application once the new feature added on to the AA client system.
* Providing Basic automation concepts and ability to analyze problems and provide clear recommendations using Automation Anywhere.
* Quick understanding of business requirement and process design skills.

**Environment:** Automation Anywhere, HTML, VBScript, Windows, SQL.

**RPA Developer Aug 2016 - Sept 2017**

**PA Team - Mason, Ohio**

# Responsibilities:

* As a Jr RPA Developer my daily responsibilities are to Analyze and perform the feasibility study of the requirements, provide the Proof of Concept, Design and Developing of various process using Automation Anywhere according to the business specifications.
* Have experience in Ability to quality test & check codes built by developers and experience with VB and VBA macros.
* Involved in automate the business requirement using Automation Anywhere by creating tasks using task recorder and task editors.
* Experience in VBA scripting.
* Experience in Excel VBA Macros for automating Excel spreadsheets in each agile sprint.
* Innovatively integrated the advanced features of automation tools like OCR, Web Recorder for existing robots and improved the performance using Automation Anywhere.
* Involved in designing solutions utilizing RPA software, maintain technical responsibility for project delivery as the technical resource on a project.
* Knowledge on features of Automation Anywhere such as, Launching Applications (Websites), Keystrokes, Programs, Conditions/Loops, Applications (read CSV/text, Excel, Database, XML), Integration Packs (App Integration, PDF Integration, Email Automation) and Security.
* Developed robotic bots using Automation Anywhere to automate process which was done using manual interference.
* Experience in programming for generating graphs, data listings and tables using data steps, procedures.
* Have experience with Visual Basic for Applications (VBA) Programming Language.

**Environment:** Automation Anywhere v9.0 &v10.0, VB, VBA, .Net, ASP.NET, SQL Server 2014, XML/XSD, HTML, GIT, CSS.

**QA Automation July 2013- Dec 2015**

**Biocon Pvt Ltd, Hyderabad, India**

# Responsibilities:

* Defined testing methodologies, designed test plans and test cases, verified, and validated the system and documentation based on standards for software development and effective QA implementation in all phases of Software Development Life Cycle (SDLC).
* Created test scripts from the test plans and identified test scenarios and top priority test cases.
* Tested application for Security, Accessibility, Usability and Performance Standards.
* Performed all aspects of testing including smoke test, functional, system, and regression tests on the Loan management application.
* Written Functional test scripts and reused some of the functional test scripts for Regression Testing. Involved in writing manual test cases.
* Developed maintained and executed automation test scripts using Selenium WebDriver.
* Involved in frameworks using testing.
* Involved in browser compatibility testing (IE/Chrome/Firefox) for Realm web application.
* Worked with support to troubleshoot, understand and recreate the major issues our customers are encountering.
* Documented and reported bugs found out during the process of testing in Test Director/Quality Center Defects module.
* Interacted with developers to ensure quality during problem resolution and retesting solutions.
* Facilitated meetings to achieve desired timelines, metrics and goals.
* Used Firebug, Fire Path and Custom Automation Framework for Test Execution and Maintenance.

**Environment:** Manual test scripts, MS Windows, JavaScript, Maven, Log4j, JMeter and TestNG, Web applications.

**Education:**

* Bachelor’s in Computer Science from CMR College of Engineering &Technology in **2009-2013.**
* Master’s Degree in Computer Sciences from California University of Management & Sciences in **2016-2017.**

**Certifications:**

* Automation Anywhere Certified Master RPA Professional (Automation 360).

<https://certificates.automationanywhere.com/969be823-92d0-4caf-97dc-dd9ba9b8c983>

* UiPath Certified Professional Advanced RPA Developer (UiARD) Certification.

<https://credentials.uipath.com/a62c39ec-d131-480e-b375-a53af346e7c3#gs.bgaao>8