**Abhinay || 609-905-0827 venkatesh.g@itechstack.com**

An accomplished RPA Manager/Lead with extensive experience of 11+ years in the full life cycle of the Software development, Robotics development lifecycle & Production Support/Operations support processes including estimation, requirement definition, analysis, Automation Process discovery, prototyping, proof of concept, BOT implementation & Deployment, design, coding, testing, implementation, and Operations/Run Maintenance support of IT applications & Bots.

**Summary of Qualifications**

* Experience in solution design and BOT development using Hybrid & Non-Hybrid approach utilizing tools such as Blue Prism, UiPath.
* Solid management & leadership skills demonstrated proficiency in leading and mentoring individuals to maximize levels of productivity, while forming cohesive team environments.
* **Collaborate** with key stakeholders from across the business to understand their specific needs and challenges and knowledge sharing to drive process improvements.
* Help the business **identify** the right set of Process that qualifies for **RPA Automation**
* Create a pipeline of **discovery** and work along with management in prioritizing the **demand** of the **RPA processes**.
* Worked alongside team members to **prioritize, develop, deploy and deliver** the processes to the **end client**.
* Complete a **value analysis** of functional group workflows/Processes. Identify opportunities for process simplification and optimization across workflows or processes. Collaborate with cross-functional teams to redesign and streamline workflows/processes thru automation, **eliminating inefficiencies and reducing operational complexities**.
* **Lead and manage** a program of initiatives, ensuring they are delivered on time, within scope and on budget.
* Continuously **monitor and report** on the performance of automated processes, making data-driven recommendations for improvement. Regularly communicate progress via reporting hierarchy.
* Hands on experience working with API using Postman.
* Created **self-healing BOT architecture/solution** and **Intelligent Automation solutions** designs for multiple function groups which greatly reduced the production support cost and Improved Bot Optimization.
* Guided the **RPA COE Infrastructure set-up** team, providing recommendations on component needed and architecture design.
* Proven experience in **Onsite Offshore Model Process Consulting**, Requirements Management, Defect Management, Environment management, Test (ST, UAT & Production) & **Production Support and Team Management**.
* Work on **Transformation Initiatives** as part of **Continuous Service Improvement (CSI)** for the Organization.
* Worked on the Weekly, Bi Weekly, Monthly, Quarterly, Yearly **management reports** on **bot performance**.

**Technical Expertise**

**RPA**: BluePrism (Certified), UiPath

**OS**: Windows, Linux

**Database(S)**: MS SQL Server, Oracle

**Scripting**: JCL, REXX, VB.net, SQL, Stored Procedures (DB2), PL SQL, VBScript, PowerShell

**Programing Languages**: C, C++, Java, .Net

**Cloud Services/Platform:** Microsoft Azure, GitHub

**Configuration Tools:** SCLM, Azure (DevOps model), Jenkins

**Others**: MS Office Products, Visual Studio, MS Visio, JIRA, Postman, REST API, Twilio, CMDB, Remedy, Qualify center, SharePoint, ServiceNow

**Professional Experience**

**SMD Technosol Jan’23 - Current**

**Client: Essent Jan’23 - Current**

**Role: Senior Lead Analyst**

Lead RPA Run Operations Automation Team providing continuous Bot Monitoring and Troubleshooting support and cater project related queries.

**Responsibilities:**

* + Proactively & reactively **Monitor Control activities** and Prod share drive Logs to provide reliable environment that is fully automated and free from obstacles.
	+ Create support structure for **Hybrid RPA solutions** involving exceptions coupled with **Automation tools**.
	+ **Collaborate** with the support Team who handle exceptions, escalations, complaints, etc. and work closely with Catalyst, **Operations Line of Business to facilitate problem resolution**.
	+ Identify and mitigate risks associated with automation, including security and data privacy concerns. Ensure compliance with relevant regulations and industry standards.
	+ **Coordinate with Program manager**/Catalyst of technology/development team to align **business requests, coordinate backlog items**, and other technology priorities.
	+ Train and develop the Support team to work and close the ticket as per KPI.
	+ Guide and Train teams toward **continuous improvement, identifying opportunities** for **improvement, and guiding change**.
	+ **Generate & report KPIs and metrics** to measure the success of automation initiatives, making data-driven recommendations for improvement and identify & recommend reusable components.
* Track and resolve Production Bot Issues and **identify continuous improvement** items on Bot optimization at different levels.
* Create **Level 1/Level 2 support** structure for RPA Bot **Operations support**.

**Environment:** Blueprism V6.7, Support Ops, Dev Studio, KPI, Change Management, Bot Monitoring, Error Logs, Exceptions, SQL Database, Jira, Confluence, MS Office, PDD, SDD, Operational Handbook.

**HCL Tech Nov’20 - Dec’23**

**Client: Merck Pharma Jun’23 – Dec’23**

**Role: Senior Lead Analyst**

This project is to create a detailed report for the application listed in the site, which is part of GxP, GmP, at the Pharmaceutical R&D Sites where it describes about the changes, no of tickets that have occurred for the stipulated amount of time. The document is to be part of the Audit activity which takes place at R&D site.

**Responsibilities:**

* + Responsible for Periodic Review Reports (PRR)generated using Blue Prism Tool V 6.7
	+ Create solutions for execution of PRR during the prescribed time of respective application as part of GxP.
	+ Working within **project planning constraints**, communicating any identified project risks and issues to the delivery/project manager accordingly and providing inputs to the change control process.
	+ Interacted directly with UiPath Personnel to efficiently implement UiPath for our Automations.
	+ Central point of communication between the developers and business.
	+ Leading the development aspects of the project in the existing Blue prism process and **change requirements**.
	+ Work closely with **COE team and PMO** to ensure that any **updates or changes for code** which depends on process & objects are aligned with business process before and after the signoff
	+ Knowledgeable in securely **managing Environment Variables, credentials manager, Start up parameters**.
	+ Ensuring all **the API’s and API’s passwords** are secured with in the tool.
	+ Facilitate work with the Solution Architect and impacted teams to translate requirements into detailed functional designs for development, testing, and implementation
	+ Used **RPA logs** for analyzing the **root cause** by working with **RPA Production support** team.
	+ Identify the right set of Business, System Exceptions using the logs and collaborating with the support team to help the understand the cause of exceptions.
	+ Worked on PDD,SDD and OH documents.
	+ Involved in the development of Business RPA ROI Dashboard for Business Leaders to track investments and returns of ROI.
	+ Managed and tracked UiPath Licenses.
	+ Worked closely with **infrastructural team** and ensure the **SQL databases** are intact.

**Environment:** Blueprism V6.7, Blueprism Dev Studio, KPI, Change Management, Bot Monitoring, Error Logs, Exceptions, SQL Database, Jira, Confluence, MS Office, PDD, SDD, Operational Handbook, Reusable Code, API’s, GmP, GxP.

**Client: Merck Pharma Dec’22 – Jun’23**

**Role: Lead Analyst**

The eUAR activity is part of the yearly review activities which happen at Pharmaceutical where list of users having access to certain applications has to be captured and updated to the Application Owner and the Site lead.

**Responsibilities:**

* + Responsible for developing the code for eUAR Activity using Blue Prism Tool V 6.7
	+ Automation is built of **Web Application** where **renewal process** for the application responses needs to be updated in the portal.
	+ **End to End Automation** right from the loading the process and bots till the deployment to production.
	+ **Hypercare period** **support** incase of emergency production issues.
	+ Notify the stake holders in case of BOT Failures or major application downtime work with **Production Support Team**.
	+ Work with **project scrum team** to update and provide any development related process updates and ensure the project to be delivered on time.
	+ Leading the change requirements for every BUG found and provide an update to the SCRUM Team for any developing **BUGFIXES for hotfixes/Patches** for the code.
	+ Work closely with **COE team and PMO** to ensure that any updates or changes for code which depends on process & objects are aligned with business process before and after the signoff.
	+ Worked on **Environment Variables, credentials manager, startup parameters**.
	+ Used **RPA logs** for analyzing the root cause by working with RPA Production support team.
	+ Identify the right set of **Business and System Exceptions** using the logs and collaborating with the support team to help them **understand the cause of exceptions**.
	+ Provide an update to **Process Stake holders** during the project during Hypercare phase.
	+ Provided **Sprint demos to the client** with meeting the right set of sprint activities are met during the sprint.
	+ Worked on creating **PDD, SDD and OH** for the **documentation**.

**Environment:** Blueprism V6.7, Blueprism Dev Studio, KPI, Change Management, Bot Monitoring, Error Logs, Exceptions, SQL Database, Jira, Confluence, Bugs, Management Reports, MS Office, PDD, SDD, Operational Handbook, Reusable Code, API’s, GmP, GxP.

**Client: Merck Pharma Aug’21 - Jan’22**

**Role: Lead Analyst**

The iLearn is a learning module designed to maintain track of records of the associates who would complete their trainings which are scheduled to be done at least once in a year. Worked with the L&D team to keep track of completion for all the associates who are part of site related for Pharma and Life sciences at sites.

**Responsibilities:**

* + Responsible for developing the code for Learning and Development teams to track the activity of completion of Training modules at each site using **Blue Prism Tool** V 6.7
	+ Automation is built on **Web and Excel applications** for sites in the use.
	+ **End to End Automation** right from the loading of the process and bots till the deployment to production.
	+ Providing a final list of **excel documents** which has all the defaulters for the day and upcoming dates for the list of users.
	+ Send the total number of cases which are pending with each and every stake holder who is responsible for assignment group along with the team member.
	+ Provided Sprint demos to the client with meeting the right set of sprint activities are met during the sprint.
	+ Worked on creating **PDD, SDD and OH** for the documentation.
	+ **Coordinate with VDI team**, access provisioning team & Onboarding team to provision assets needed for the process.
	+ Manage **RPA environments (Dev/Test/Prod)** including platform upgrades, patches, software upgrades in VDIs, application upgrades, DR & server backup

**Environment:** Blueprism V6.4, Blueprism Dev Studio, KPI, Change Management, Bot Monitoring, Error Logs, Exceptions, SQL Database, Jira, Confluence, Web Application Automation, Excel Automation, BOT Utilization Reports, Management Reports, MS Office, PDD, SDD, Operational Handbook, Reusable Code, API’s, GmP, GxP.

**Client: Invesco Capital Nov’20 - Jun’21**

**Role: Lead Analyst**

Worked on the currency project which include various stake holders to find the standard currency standard rates for the day which needs to be centralized and prepare a final recommendation to country which needs to be exchanged at sites with local currency.

**Responsibilities:**

* + End to End project development based on the Design documents received from the BA and divided the tasks into story points.
	+ Lead the team in giving updates to clients and taking care of **the Demo, Sprint calls, Weekly updates**.
	+ Work along with BA in tracking the progress along with the updates for assigned tasks to the users.
	+ Worked **on PDD, SDD , OH** for the project.
	+ Post transition activities for handing off the work to the support group.
	+ Worked along the **Support team** and coordinated directly with the **support group** during the Hypercare phase.
	+ Conduct gating process, review runbook and take ownership after **deployment/hyper care period**
	+ Drive **change management initiatives** to ensure that employees embrace and adapt to automation and process simplification. **Develop plan/roadmap** for training and support required for teams to facilitate the adoption of automated processes.
	+ Coordinate with **VDI team (Infrastructure),** access provisioning team & Onboarding team to provision assets needed for the process
	+ **Manage RPA environments (Dev/Test/Prod)** including platform upgrades, patches, software upgrades in VDIs, application upgrades, DR & server backup

**Environment:** Blueprism V6.4, Blueprism Dev Studio, KPI, Change Management, Bot Monitoring, Error Logs, Exceptions, SQL Database, Jira, Confluence, Sprint Demo, Sprint Retrospectives, BOT Utilization Reports, Management Reports, MS Office, PDD, SDD, Operational Handbook, Reusable Code, Banking & Financial Standards.

**CDK GLOBAL Dec’17 - Nov’20**

**Client: Inhouse Dec’17 - Nov’20**

**Role: Project Analyst**

Developed Bots and Operations support for Retail Automotive domain in Sales, Service Ops, Finance Ops for internal teams (including but limited to legacy, third-party S/Ws) using Blueprism tool.

**Responsibilities:**

* Build and lead a lean, high performing, agile, flexible global team of experts fostering a culture of collaboration, innovation, growth mindset and continuous improvement.
* **Develop measurement, standards, and best practices** to support the ongoing growth of the company.
* **Develop and communicate a comprehensive automation strategy** that aligns with the organization's goals and objectives. Identify and prioritize automation opportunities, considering factors such as ROI, complexity, and impact on the business.
* **Resolve Bot development issues** initiating and facilitating the meetings with business SMEs and third-party S/Ws POCs.
* Lead a team of 24 across different geography in different time zones in RPA Development and Operations support.
* Worked on several **Java based, Web based , Excel based applications** for automation and created a **reusable code Object level.**
* Help the **Dev Support team in BOT development** using **best practices (reusability, exception handling techniques,** etc.,)
* Obtain approval on **use case, participate in security review and code reviews, peer reviews** etc.
* Participate in the **Testing scenarios** like **application testing, end to end solution testing, object level testing scenarios** and ensure the code is fool proof.
* Create and maintain the **Solution Design Document (SDD)/Technical Design Document (TDD)** throughout the project lifecycle and review the **Process Design Document (PDD)** and ensure it is up-to date.
* Set-up RPA infra for extended services including architecture recommendation & DR procedures.

**Environment:** Blueprism V6.x, Blueprism Dev Studio, Control Room, Automation POC’s, KPI, Change Management, Bot Monitoring, Error Logs, Exceptions, SQL Database, Jira, Confluence, Web Apps, Java Apps, BOT Utilization Reports, Management Reports, MS Office, PDD, SDD, Operational Handbook, Reusable Code, Retail Automotive Dealership, DMS, VBA scripts.

**Sutherland Healthcare Solutions Jan’14 - Dec’17**

**Client: Allscripts Jan’17 – Dec’17**

**Role: Project Analyst**

Automation Tool Implementation: The transition program involved the Automation & implementation of the Tool. This involved identification of the high-volume applications and conducting the feasibility analysis on the identified to configure/develop the automation process in Agile environment.

**Responsibilities:**

* **Identify** and communicate detailed specifications or technology and operations capabilities that are needed for successful deployment of product. These capabilities will include internal needs as we as those of existing and potential partners.
* Analyze the **feasibility of existing process**, **identify automation** recommend technology.
* Performed **Volume analysis, Feasibility study, Process discovery**, addressed problems through **risk management and contingency planning**.
* Create and maintain the **Solution Design Document (SDD)**/**Technical Design Document (TDD)** throughout the project lifecycle.
* Develop BOTs using complex restart procedures to provide EoD summary and update Dashboard.

**Environment:** Automation Tools POC, SDD, PDD, Document Review, Support Tickets, Healthcare Products Automation, Healthcare coding standards, New Product Automation, Implementation Standards, HL7, E H R Automation, Management Reports, Automation Reports using RPA tools, Salesforce.

**Client – Allscripts Jan’14 – Jan’17**

**Role: Project Analyst - Implementation**

**Location: Hyderabad, India**

* Worked on E H R application implementation on clients Environment.
* Upgrade the application to the latest version.
* Work on Issues with applications. interaction and business call with the client to understand the need to upgrade to latest version of the release.
* Co-ordinate with the PM, Client’s and application developers to formulate a plan for the implementation of the upgraded application.
* Deploy the required application in a different environment i.e. DEV, TEST, PROD etc.
* Work on tickets raised by the clients pre/post upgrade for any change in their application or if there are any errors in the solution.
* Post the Dev Support, work with the PM to hand off to the support team.

**Environment:** Windows servers, IIS, Web Servers, MS SQL Database, Load Balancers, Go-Live, Production Support, Electronic Health Records Upgrades, Electronic Health Records Implementation, Post Go-Live support, Support handoff, Practice Management, Lab applications.