

# Deepa Palani

RPA Technical Analyst & Developer/Product Owner/Operations Leader

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## Profile Summary

- ✚ Solution-driven RPA leader with 10 years of experience leading cross-functional teams in development, operations in collaboration with Business Stakeholders to prioritize processes for automation with highest ROI to successfully cut costs, streamline operations and increase productivity and efficiency.
- ✚ Assertive and enthusiastic, with extensive knowledge of process optimization in diverse domains in Robotics Process Automation (RPA) HealthCare & Telecom industries with end-to-end experience on RPA, Global Finance Operations in Procure to pay (P2P), Order to Cash (O2C), CRM, Retail Inventory & Supply Chain Management, Data Analytics.
- ✚ Experience with strategic planning across Geo's with Technological Advancements in alignment with tactical business goals and lead Global Debit Balances & Holdbacks Summit at Amazon.com

## Educational Qualifications

- **Master of Science in Project Management & Quality Management** as majors from **Illinois State University (Dec 2017) with 3.8/4 GPA**
- **Bachelor's in computer science** from Aditya Degree College in 2006

## Key Highlights

- Author and owned a research paper that has been published following the presentation in New Orleans Conference by our Professor, Dr. Sally Xie and can be found on major research websites (Research Gate etc...) to download the full paper based on the domain of the user

**Title - \*\*\*Analysis of Overstock in Construction Supply Chain and Inventory Optimization**

**Date Published – \*\*\*March 2018**

**DOI - 10.1061/9780784481295.004**

- Worked as a **Graduate Assistant** under **Professor, Dr. Klaus Schmidt** in Department of Technology from Jan 2017 to Dec 2017 with full tuition fee waiver for three continuous semesters

## Overall Experience Summary

<u>T-Mobile</u>	RPA Technical Analyst	<b>Robotic Process Automation (RPA)</b>	March 11 <sup>th</sup> 2019	Till date	2yrs till date
<u>SDLC Partners</u>	Business Consultant (RPA)	<b>Robotic Process Automation (RPA)</b>	Aug 13 <sup>th</sup> 2018	Jan 9 <sup>th</sup> 2019	5 months
<u>Amazon.com</u>	Finance Operations Leader	<b>Global Accounts Receivables</b>	May 5 <sup>th</sup> 2010	Jan 27 <sup>th</sup> 2014	3yrs 8 months
<u>Genpact India</u>	Process Specialist	<b>Global Accounts Payables</b>	July 31 <sup>st</sup> 2006	May 1 <sup>st</sup> 2010	3yrs 9 months

## Technical Expertise

- Data Mining/Modeling & Data Analysis, Data Visualization
- C, C++, VB, HTML, Java, VC++

- Experience in Oracle Business Intelligence & AWS data sources, SQL, SAP FICO, SPSS, Minitab, Tableau, Advanced Microsoft Excel with pivot tables, VLOOKUP & HLOOKUP functions
- Expertise in SQL queries
- MS Office, MS Project, Palisade Decision Tools such as @RISK, Precision Tree for data analysis and decision making, sensitivity analysis etc.
- Cloud Services and Solutions (AWS)

### **Certifications**

RPA Developer Foundation (UI Path) – 2018 & 2020  
 RPA Awareness (UI Path) - 2018  
 RPA Business Analyst (UI Path) - 2018  
 RPA Implementation Methodology (UI Path) - 2018  
 RPA Orchestrator (UI Path) – 2018  
 BASIC AUTOMATOR FOR AUTOMATION ANYWHERE (AA) -2019  
 Certified Scrum Product Owner (CSPO) – License #000637634  
 Certified Scrum Master (CSM) – License #000637634  
 Six Sigma Green Belt (LinkedIn Learning) - 2018  
 Business Process Modeling (LinkedIn Learning) - 2018

### **Key Skills**

- ✓ Robotic Process Automation, Requirements Gathering/Documentation/Process Design (SOP's/PDDs/TDDs/Create Test Plans/ Perform SIT & UAT Testing /Postproduction Validation (PPV)
- ✓ RPA Centre of Excellence (Establish RPA COE Standards & Policies, Best Practices, Code Reviews & CI/CD, Process Redesign & Re-engineering, RPA RE Framework, Project Pipeline Reviews, ROI & Prioritization, OCR & Artificial Intelligence, SOX Compliance Evidence reporting for RPA Bots in Production, Credentials Management, Error & Exception Handling, Track ERM Releases for applications and plan UI Changes and Change Requests (CR's) as needed, Review and request hardware and firewall requests etc...)
- ✓ Solution Architect with knowledge on AI & Machine Learning, platform architecture with governance
- ✓ Monitor & Review Inhouse applications to track bot metrics, Bot Monitoring Dashboard, logging, efficiency & SLA's
- ✓ Lead Weekly Lunch & Learn Meetings, Knowledge Management
- ✓ Root Cause Analysis, GAP Analysis
- ✓ Operational Excellence, Business Continuity Planning, training overseas teams and establish resources to implement 100% coverage across companywide centers
- ✓ Product Development & Management, API's/JSON & Python, Change Management
- ✓ App Dev & Implementation
- ✓ Lean, Six Sigma & Continuous Process Improvements
- ✓ "Can Do" attitude versus conventional thinking of possibilities for the future forward and raise the bar with innovative solutions in lieu of frugality
- ✓ Strongly imbibed with Amazon's leadership values and principles that are universally pertinent beyond industries/sectors/job levels/persona etc...

### **Company Driven Trainings**

- |                                                                   |                           |
|-------------------------------------------------------------------|---------------------------|
| • Interact                                                        | Research techniques       |
| • Team Synergy                                                    | Statistics/Data Analytics |
| • Sourcing Cycle                                                  | Project Initiation        |
| • Managing without Influence                                      | Project Implementation    |
| • Managing with Influence                                         | Project Risk Analysis     |
| • Transition Awareness                                            | Project Leadership        |
| • Feedback Essentials                                             | Six Sigma                 |
| • Time Management                                                 | Training & Development    |
| • Listening actively to associates, and build trust with the team |                           |
| • Making great hiring decisions                                   |                           |

## T-Mobile

- Develop bots that contribute to the highest ROI based on business goals and future forward to automate backend work with process reengineering and step by step analysis and review with business stakeholders
- Running Workshops with client SMEs to understand the end-to-end process while identifying any automation blockers, new business processes necessary because of automation, as well as the overall suitability of the process for automation.
- Document key stroke level information with high level process mapping to help build Technical Design Documents (PDD's & TDD's).
- Facilitation of RPA user groups, stakeholder workshops, and executive meetings.
- Improve bot logging as per the COE standards to improve debugging efficiency
- Coordinate with Operations teams on change request (CR's) for new development bots, defects open (against broken bots) and any request urgent changes as needed daily.
- Coordinate with Operations teams on new or additional hardware required for the bots based on the volumetric details of the use case to meet the business SLA's.
- Track & Plan ERM Releases and plan Change Requests for UI and Code changes for the bots as needed.

## SDLC Partners LP (Highmark)

- I have worked on the IAM RPA Project for Highmark based on Blue Prism by developing a detailed Process Definition Document for the use cases within scope for the project by constantly working with clients, gathering requirements for RPA developers with client approvals. Constantly work with RPA Developers in designing the Technical Design Document (TDD's) and clarify any gaps from the PDD document to develop an effective RPA solution.
- Developed the Capability Management Program document by including details process steps of complex processes in creating and developing the L&D site for SDLC employees linked to various external sources

## Amazon.com - Key Roles & Responsibilities

- Manage AP/AR teams, Transition planning and management
- Plan FTE requirements and hiring, review training plans for team career development, performance reviews
- People Management, on boarding New Joiners, conduct ongoing 1:1's with documentation, issuing Performance Improvement plans (PIP) based on policies
- Perform **base lining** for tools used in our department
- Prepare **white paper documentation** during leadership visits
- **Create & Update wiki pages** on process related information, prepare promo documents to help grow the right candidates in the team
- Connect with **global stake holders** monthly on process health and issues
- Liaise with various departments to fix issues in upstream and downstream processes, drive process improvements within the team through Just do it ideas, Kaizen, VSM, GAP analysis, cross trainings to avoid redundancy of work and improve process efficiency
- Initiating **project requests** liaising with technical department
- Responsible for **Business Continuity Plan (BCP)**, team growth, **transitions**, define short and long-term goals with a **3-year vision** for the company
- **Transitioned a critical process** of Accounts Payables i.e., Debit balance collections which **saw 2 unsuccessful transitions** in the past and was rolled back to the parent country
- **Developed metrics** on Global debt balances and Vendor provisions coordinating with technology teams to surface the data sources, goal calculations, process metrics, reports to track daily/weekly/monthly metrics through real time dashboards **via Oracle Business Intelligence**
- I have been a lead for Global Debit Balances which permitted me to **travel to our main office Seattle, WA** for a week's time for leadership reviews on 2013 operations plan & roadmap
- **Lead Global Debit Balances & Holdbacks Summit** during the year 2013 for Bratislava, Slovakia teams with detailed training materials and classroom sessions