

Shiva

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PROFESSIONAL SNAPSHOT:

- ❖ Working as a RPA developer with 4+ years of experience in the field of IT as a process automation developer. Can effectively integrate,deploy and automate the process of applications as per project needs
- ❖ 3+ years of application automation experience and developed various Processes for Clients using Robotics Process Automation tools (**Blue prism** 5.0 , Ver 6.0,Ver 6.4, Ver 6.10,Ver 7.0) and Fusion.
- ❖ 1+ years of application development experience using .Net in all phases of **Software development life cycle** (SDLC) involving Analysis, Design, Development, Deployment, Testing and Implementation of Client/Server applications using Microsoft.Net technologies.
- ❖ Creates Solution Design Documents (SDDs) for automation processes.
- ❖ Develops and configures automation processes as per the technical design document (SDD) to meet the defined requirements.
- ❖ Develops new processes/tasks/objects using core workflow principles that are efficient, well structured, maintainable and easy to understand as per practises.
- ❖ Problem solving issues that arise in day to day running of automated processes and providing timely responses and solutions as required.
- ❖ Automated of different industry standard tools SAP, ORACLE, Mainframes apart from Web application, Java and desk application.
- ❖ Implemented Work queues for Multi Bot environments.
- ❖ Extensive experience in Exception handling of different types of errors.
- ❖ Implemented Locking mechanism for data integrity and for controlled access.

- ❖ Worked on session management and schedule management of the control room. ❖
Worked on Release Management for controlled change management operations.
- ❖ Implemented Credential management.
- ❖ Worked on Log viewer and Log analysis.
- ❖ Experienced in Monitoring queue for reducing the Potential risk.
- ❖ Worked on collection operations.
- ❖ Worked on Dynamic attribute selection.
- ❖ 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.

TECHNICAL SKILLS:

Robotic Process Automation Tools	Blue prism Ver 5.0, Ver 6.1, Ver 6.4 , Ver 10, Ver 7.0
Developing languages & Frameworks	ASP.Net, C#.Net
Web Technologies	HTML5, CSS3, JavaScript, jQuery, JSON, AJAX, JSP, XHTML, XML.
Middleware Technology	CyberArc
Relational Database	Oracle 10g, MySQL, MS SQL Server & PL/SQL
Operating Systems	Windows 7, 10
Integration & Deployment tools	Microsoft Visual SourceSafe (VSS), Jenkins, Team Foundation Server (TFS)
Visualization tools	MS Excel, MS Visio
Scripting language	PowerShell

WORK EXPERIENCE:

- Working as a Sr Technical member at ADP India Pvt Ltd from Sep 2019 to till date .

PROFESSIONAL EXPERIENCE:

Project : Automating Underwriting Processes

Client : Sun Life Financial

Role : Sr Software Engineer.

Description: Sun Life Financial, Inc. is a Canada based financial services company known primarily as a life insurance company. It is one of the largest life insurance companies in the world, and also one of the oldest with a history spanning backup to 1865. Sun Life Financial has a presence in investment management with over CAD\$891 billion in assets under management operating in a number of countries. Sun Life ranks number 277 on the Forbes Global 2000 list for 2016 as well as on the Fortune 500 list company.

Summary: Insurance underwriters analyze risk in insurance proposals, determine policy terms and calculate premiums on the basis of actuarial, statistical and background information. Here the customer fills the proposal form in the web portal, like personal information with required documents and what type of insurance policy he is trying to propose. Calculate all the potential risks in relation to the insurance policy and hence deciding whether the customer is eligible for the policy he wanted to opt in. And have to process after analyzing risk whether the customer is eligible or not.

Responsibilities:

- Designing the business flow and user interfaces with necessary validations.
- Executing project related responsibilities such as Analysis, Design, Coding and Unit Testing.
- Exception handling and problem solving ● Executing process from control room.
- Enhancement of the existing application based on client's requirement.
- Responsible for the implementation of the module within the specified deadline.
- Unit testing of the modules developed.
- Code reviews to align with the coding and design best practices.
- Supporting the Project Manager in creating the transparency of the ongoing activities.
- Participating in daily standup calls to provide status updates.

Project : Automating Customer Complaint Processing

Client : Norbert Dentressangle

Role : Software Engineer.

Description: Norbert Dentressangle (French pronunciation: is a major European transport, logistics and freight forwarder. It was founded in 1979, initially concentrating on

Cross channel transport between France and the United Kingdom. The company reported proforma revenues of €3.8 billion for 2012. Norbert dentressangle operates from 500 sites in 20 European countries and employs 33,000 people.

Summary: Day-to-Day huge number of complaints received by the company takes a lot of time to verify and validate the Customers complaints. Customer will raise a complaint regarding his goods or service provided by the company in the web portal. Bot have to extract data from the application regarding the date and priority of the complaint and type of the complaint for the types like service satisfaction, damaged goods, delivery time, replacing the item. Having to investigate depends on the policy and customer previous records. Continuous response to the customer through emails.

Responsibilities:

- Designing the business flow and user interfaces with necessary validations.
- Executing project related responsibilities such as Analysis, Design, Coding and Unit Testing.
- Exception handling and problem solving ● Executing process from control room.
- Enhancement of the existing application based on client's requirement.
- Responsible for the implementation of the module within the specified deadline.
- Unit testing of the modules developed.
- Code reviews to align with the coding and design best practices.
- Supporting the Project Manager in creating the transparency of the ongoing activities.
- Participating in daily standup calls to provide status updates.

Project : Credit Card Application Procession

Client : Nodera Bank AB **Role :**

Software Engineer.

Description:

Nordea Bank AB, commonly referred to as Nordea, is a Nordic financial services group operating in Northern Europe. Nordea currently serves 11 million private and 700,000 active corporate customers. The group also operates an internet bank, which has more than 5.9 million online customers doing more than 260 million payments per year.

Summary:

Information from credit card applications, along with accompanying documentation, such as proof of income, can be entered into the lender's database. Now we have automatically captured data, classify documents and extract information from credit card applications. Check the information provided by the customer with the centralized database and check the eligibility as per the policies and process accordingly.

Responsibilities:

- Designing the business flow and user interfaces with necessary validations.
- Executing project related responsibilities such as Analysis, Design, Coding and Unit Testing.
- Exception handling and problem solving ● Executing process from control room.
- Enhancement of the existing application based on client's requirement.
- Responsible for the implementation of the module within the specified deadline.
- Unit testing of the modules developed.
- Code reviews to align with the coding and design best practices.
- Supporting the Project Manager in creating the transparency of the ongoing activities.
- Participating in daily standup calls to provide status updates.

Project : SAR Tranche2- FRES REV Transfer

Client : First Rate Exchange Service

Role : Software Engineer.

Summary: SAR is a strategic initiative with FRES which involves the migration of Travel Money Online website to a new platform using new technologies and to build upon the Site core Travel Money Online journey and offer enhanced customer interaction, to increase look to book ratio and higher sales from each transaction. The main purpose of this project is to develop a combined journey for new and logged in customers where the customer can purchase Travel Money Online and Travel Money Card as a part of the combined journey which would provide the flexibility required to grow the Client base.

Responsibilities:

- Designing the business flow and user interfaces with necessary validations.
- Executing project related responsibilities such as Analysis, Design, Coding and Unit Testing.
- Exception handling and problem solving
- Executing process from control room.
- Enhancement of the existing application based on client's requirement.
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