Sangeetha Harika

RPA Solutions Architect

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| Address  Hyderabad, Telangana, 500034  Phone  912 128 6844  E-mail  sangeetha.harika94@gmail.com | LinkedIn <https://www.linkedin.com/in/sangeetha-harika-bolisetty> |

* Experienced RPA Developer and Solutions Architect, with nearly 4 years of IT industry experience out of which 3 years of experience in Automation Anywhere Tool development, deployment and Production environments along with agile software development Methodology.
* Demonstrated history of working in a wide range of skill set, roles and industry verticals. Skilled in RPA Developer, RPA Solutions Architect, Scrum Master and Business Analyst/PO.
* Experience in handling critical issues with any environment of Automation.
* Respectful self-motivator gifted at finding reliable solutions for software issues. Experienced in development and deployment and offering skills in automation and Training. Fluent in English and accustomed to working with cross-cultural, global teams.
* Enthusiastic RPA developer eager to contribute to team success through hard work, attention to detail and excellent organizational skills.
* Experience in Development, Testing and deployment of bots using Automation Anywhere.
* Created end to end automation solutions for clients as per requirement which involves feasibility study, development, testing and deployment like Sales, Audit and Emails.
* Extensively worked on debugging application for fixing bugs and production Support.
* Hands-on experience automating applications like MS Excel, MS Word, PDF, notepad, E-mail and Vb Scripts automation.
* Good Knowledge on HTML, CSS, C#, SQL, and Java Scripts.
* Good Knowledge on other automation tools like UIpath.
* Good understanding of SDLC methodologies like waterfall and agile.
* Highly motivated with the ability to work efficiently in teams as well as independently.
* Team player with excellent interpersonal skills, self-motivated and dedicated.

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|  | **Skills** |

RDBMS: Oracle 11.5g, SQL Server 2000/6.5

Web Tools: HTML, CSS, JavaScript

Languages: SQL, Java, C, C#

Operating Systems: Windows Family(2000,2003,Windows 7 and windows 10)

Automation Anywhere: RPA Developer and Production Management

Cloud technologies: Knowledge on Salesforce, AWS, BitBucket

Communications

Team Building

Business Operations

Project organisation

Process improvement

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|  | **Work History** |

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| 2016-12 - Current | **RPA Developer**  Teletext India Ltd, Hyderabad, Telangana   * For RPA Developer, Team Lead, Scrum Master and taken additional role for team as BA. Project: https://www.teletextholidays.co.uk/ Teletext Holidays is British Travel Company. * Responsibilities: As an RPA Solutions Architect, Scrum Master, RPA Developer and Team Lead. * Provide guidance with process design architecture through AA. * Design, develop (Code) and test automation workflows. * Saved 4L GBP per annum by implementing cost-saving initiatives that addressed long-standing problems. * Deployment of RPA processes to systems (Bots). * Support and implementation of RPA solutions. * Assure quality of automation processes (Reports on daily basis). * Develop and implement Vbscript in automation. * Got Knowledge on Macros. * Administration of production and development environments. * Assigned daily employee tasks and monitored activity and completion. * Minimized resource and time losses by addressing employee or production issue directly and implementing timely solutions. * Tracked receipts, employee hours and inventory movements. * Resolved conflicts and negotiated mutually beneficial agreements between parties. * Drove operational improvements which resulted in savings and improved profit margins. * Managed schedules, accepted time off requests and found coverage for short shifts. * Developed monthly and daily production output plans to deliver on customer service and financial metrics. * Prepared detailed reports every week on updates to project specifications, progress, identified conflicts and team activities. |

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| 2016-03 - 2016-08 | **Seller Support Associate**  Teleperformance, Jaipur, Rajasthan   * Answered questions regarding seller inventory, shipping, payments and buyer complaints. * Provided seller support on refunds, posted feedback and policy changes. * Established good communication Skills. * Advocated for sellers and provided feedback to enhance selling process for overall improvements. * Displayed flexibility and ability to adapt to quarterly policy changes and database re-organization. * Managed 30 Complaints per day and 20 chats parallel |

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|  | **Education** |

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| 2011-05 - 2015-05 | Bachelor of Technology: Computer Science Engineering  Visvesvaraya College Of Engineering And Technology - Bongulur, Ibrahimpatnam, Ranga Reddy District |

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|  | **Certifications** |

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| 2019-08 2016-09 | Automation Anywhere Certified Advanced RPA Professional  Certified in automated testing using Selenium |