**C. Balakrishna Reddy**

**Phone: +91-8123537571**

**Email:** [**cbkreddy107@gmail.com**](mailto:cbkreddy107@gmail.com)

**Major Skills: Power Platform(Power Automate Desktop and cloud, Power Apps, Power Bi, Power Virtual**

**Agent), UiPath, Win Automation, .Net, Java Script, VB Script, SQL Server**

**Professional Summary:**

* Having 11+ years of IT experience with 7.5+ years of hands-on expertise in Robotic Process Automation (RPA) (3.2 years in UiPath and 4.3 years in Power Platform(Power Automate cloud, Power Automate Desktop, Power Apps, Power Virtual Agent, and Power Bi)) in architecting and developing solutions for automating the complex, medium, and simple business processes and 3.5+ years of Experience in Microsoft .NET Technologies.
* Having good knowledge and hands-on experience in Object Oriented Technologies and Relational Database Systems.
* Experience in identifying the automatable processes for doing process assessments and robotic factor calculation.
* Experienced in preparing and presenting the business case for automatable processes, solution designing, and developing automation tasks for the identified processes.
* Experience in analyzing business needs, gathering requirements, and documenting them using Initial Process Analysis (IPA), Process Definition Document (PDD), and Solution Design Documents (SDD).
* Proficient with RPA tools namely UiPath, Microsoft Power Automation Cloud (PAC), Power Automate Desktop (PAD), Win Automation, and basic knowledge of Blue Prism to develop software robots.
* Expert in preparing demos based on the automation performed and showcasing the same to potential internal/external customers.
* Proficient in developing Use Case Diagrams, Flowcharts, and Behavior Diagrams (sequence diagrams and activity diagrams) based on UML methodology using MS Visio and Draw.io.
* Good understanding of SQL and PL/SQL and experience working with databases like SQL Server and MySQL.
* Expert in all phases of SDLC such as Analysis, Design, Development, Integration, Implementation, and Maintenance.
* Experienced in automating Window based application(Oracle, Siebel, MS AX Dynamics, SAP), Web Based Applications, API, Email, Excel and Citrix based applciations
* **Experienced in Presales proposal creation, preparing cost estimates for the proposed process automation along with timelines**.
* **Experienced in migrating and managing Bots from BluePrism and UiPath to Power Automate.**
* Experienced in creating chatbots using Power Virtual Agent
* Experience in Intelligent Document Processing (IDP) tools like,
  + **Microsoft AI Builder** (Expertise)
  + **ABBYY Vantage** (Knowledge)
  + **Uipath Document Understanding** (DU) (Knowledge)

**Professional Experience:**

Currently working with Jeevan Technologies as Technical Architect, since Sep-2023.

Worked with YASH Technologies as Tech Lead, Bangalore from 2021 to Sep-2023.

Worked with HP/HPE/DXC Technologies as Tech Lead, Bangalore from 2015 to Aug-2021.

Worked with Rise and Shine Printech as Software Developer, Bangalore from 2012 to 2015.

**Technical Summary:**

**Web & Scripting Technologies:**ASP.NET, Web Services, Web Forms, Win Forms, AJAX, HTML, XML, JSON, CSS, VBScript, JavaScript, and basics of Python.

**.NET Technologies:**C#, ASP.NET, .NET Framework 4.5, ADO.NET.

**RPA Tools:** Power Platform(Power Apps, Power Bi, Power Virtual Agent, Power Automate Cloud and

Desktop), UiPath, Win Automation.

**Database & Servers:**SQL Server 2008/2008 R2/2010/2012/2019, MySQL 5.7, MS Access

**Software / IDE:**Microsoft Visual Studio 2015, Jupyter Notebook

**Other Languages/Office Tools:**C++, MS Outlook, MS Office

**Educational Qualification:**

Completed **M**aster of **C**omputer **A**pplications (**MCA**) from **SV University**, Tirupati (AP) in the year 2011.

**Project(s) Summary:**

I have worked on many automation processes which involve web, windows, Citrix, SAP, Excel, and Java-based applications during my RPA career and a few of them are

1. **AP Month End Process:**

The process consists of 2 parts- Opening and Closing of AP sub ledger periods and downloading the reports for around 12 responsibilities. Once all the reports are downloaded for all 12 resposnibilities Bot has to send email with status report to the business and Save the downloaded reports into sharepoint document library.

**Contributions:**

* Making sure that the developers are developing the BOTs using core workflow principles that are efficient, well-structured, maintainable, and easy to understand.
* Code Review
* Creating re-usable components
* Guiding the team

1. **ConcurSF Supporting Docs Upload:**

This process has 4 modules 1. Orabit 2. Concur 3. SalesForce 4. Oracle, 3 regions and 40+ responsibilities

First bot is going to download the invoice expese report form Orabit applications for the selected region and for all the active resposisibilities. And is responsible to create consolidated report based on the filter criteria business has. Bot will lopp through each invoice/row form the consolidated report and go to respective source(Concur/Salesforce) to download the expense reports using API calls, Zip all the expense reports into single file and name it with invoice number. At last Bot will responsible to launch Oracle(desktop) application and search for each invoice and upload the document. Upon completion of the process, Bot will send the consolidated status report.

**Contributions:**

* Making sure that the developers are developing the BOTs using core workflow principles that are efficient, well-structured, maintainable, and easy to understand.
* Code Review
* Creating re-usable components
* Guiding the team

1. **Invoice Processing:**

NMLP receives multiple invoices from its various vendors via email. The bot has to extract the invoice details by using AI Builder and validate the extracted details and confidence score. Once data is extracted it will store the details into a SharePoint list. Another bot will check for the entries into the SharePoint list upon new request it will log in to the MS Dynamics system and check for the PO and product receipt details, If it matches then it will post the invoice and upload the invoice copy.

**Contributions:**

* Analyzing, understanding, and documenting the business processes in detail.
* Converting requirements to automation-specific design and solutions documents, , To Be Automated Process Description - SDD (Solution Design Document).
* Making sure that the developers are developing the BOTs using core workflow principles that are efficient, well-structured, maintainable, and easy to understand.

1. **KNG Pricing Quote Workflow:**

KENT receives multiple quotes from its various vendors via email. The Quotation is generally attached to the email as an Excel attachment and for one specific vendor, the quote is shared as a link to an Excel file embedded in the Email body. The user then clicks open the link to download the Excel file having the quotation. KENT needs these quotations from its vendors to be centrally stored in a relational database (Azure SQL or on-prem SQL Server) so that they can perform a deep analysis of the quotes received from all vendors. This would help them compare rates, compare the rates received with the previous month/year, etc. and make an informed decision to place an order.

**Contributions:**

* Analyzing, understanding, and documenting the business processes in detail.
* Converting requirements to automation-specific design and solutions documents, As-Is Process Description - PDD (Process Description Document), To Be Automated Process Description - SDD (Solution Design Document).
* Making sure that the developers are developing the BOTs using core workflow principles that are efficient, well structured, maintainable, and easy to understand.

1. **Capital Expenditure Request (CER Workflow):**

Currently, KENT has automated Capital Expenditure Request processes exist on the SharePoint 2010 server using the Nintex workflows. The SharePoint 2010 platform is already beyond end-of-life support from Microsoft and thus would be migrated to SharePoint online. Due to the migration of the content to the Nintex workflow tool will no longer be used. This process must be converted to Power Automate cloud flows to migrate it.

1. **Item Management System (IMS Workflow):**

Currently, KENT has automated Item Management Request processes built on the SharePoint 2010 server using the Nintex workflows.

The SharePoint 2010 platform is already beyond end-of-life support from Microsoft and thus would be migrated to SharePoint online. Due to the migration of the content to the Nintex workflow tool will no longer be used. This process must be converted to Power Automate cloud flows to migrate it.

1. **Service Entry (GRN Creation) and Invoice Posting(MIRO)-SAP (John Deere):**

The process is to download the excel and invoice copies from outlook and extract the Invoice number, PO details, Invoice Date, Quantity, Vendor name, and Invoice Amount to create a service entry. Once service entry is completed bot is responsible to create a consolidated report and sending it to the invoice posting process and Invoice posting in SAP. Once invoice posting is done bit is responsible for uploading the invoice copy in the SAP against each invoice posting.

**Contributions:**

* Analyzing, understanding, and documenting the business processes in detail.
* Converting requirements to automation-specific design and solutions documents, As-Is Process Description - PDD (Process Description Document), To Be Automated Process Description - SDD (Solution Design Document).
* Making sure that the developers are developing the BOTs using core workflow principles that are efficient, well structured, maintainable, and easy to understand.
* Implemented exception handling in every possible scenario for robust error-free development.
* Supporting the Operations Teams during the UAT and rollout phases.
* Solving issues that arise in day to day running of robotic processes and providing.
* Involved in Business Logic implementation/coding as per the design specifications.

1. **Email to ticket Automation (NTA-** **uipath, Ahold - uipath, CBI):**

The Bot(s) scan the defined mail inbox(es) for the specific subject pattern to create or update tickets based on the content of the incoming emails.

On Ticket creation, it fills the **description** of the ticket with the **content** of the email, set the caller, and the customer, copies attachments, adds contacts, and many other fields…

On Ticket update, it extracts as best as possible, the **last reply part** of the email to update the ticket, copy the attachment, change the status of the ticket, and many other fields

1. **3 Strike Automation (XPO-** **uipath, UTC, Textron- Power Automate, Ventia):**

This Automation is in-charge to make a follow-up process of the Incident, and Service Request tickets, it sends an email to the end user every 24 hours on three consecutive days only on working days seeking their response. If the user responds to the BOT e-mail, BOT sets the ticket in the “Active” state and updates the Correlation ID field as “update” for the technician to see the ticket. If BOT doesn't receive a response after 3 days and resolves the ticket.

1. **UAM Automation (Philips, Lonza - Power Automate):**

This Automation Bot is responsible to automate User Access Management (UAM) processes like onboarding employees, Off-boarding/Terminating employees, transfer employees.

On-boarding, it creates the user in AD, creates the mailbox, adds the user to the specific security groups/OU, and creates the password, finally creates the templates with all the user info and share it with the user’s manager.

Off-boarding is responsible for terminating the user/employee by setting the end date and removing the user from OU and other groups.

Transfer employee, here bot is responsible to transfer employees from one OU to another OU by removing the user from existing OU groups and add the new OU groups to the user.

1. **Swivel Chair Automation (TNT - uipath, DXCi - Power Automate, Fonterra - Power Automate):**

The Project targets to swivel tickets (incidents and tasks) information from Snow to HPSM or different ticketing tools using Robotics Solution.

1. **Report Automation (BMS-TQM - Power Automate, Pfizer- uipath, SNN, VF):**

This automation is responsible for extracting the data from various tools like ITSM tools, SAP, SC, etc., and creating the excel reports based on the downloaded data, once reports are generated then publish the report to PDL/DL. It can be done by the combination of RPA tools and VBA, VB Script, and excel macros.

1. **Experienced in creating presales proposals.**

**Personal Details:**

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| --- | --- |
| Name | : C. Balakrishna Reddy |
| Date of Birth | : 3rd Jan 1988 |
| Gender | : Male |
| Languages Known | : Telugu, English, and Kannada |
| Passport | : M3461880. |

**Declaration:**

I hereby declare that the information furnished above is true to the best of my knowledge.

Place: Bangalore

Date : **(C. Balakrishna Reddy)**