

# Ramya S Rao

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## Professional Summary

- Highly motivated and experienced professional. Working for the past 3 years as a **Workato developer. Total Experience: 5 Years**
- Knowledge in workato platform, Recipe integration, API Management.
- Worked with Client in developing business process flows integration.
- Hands-on experience in recipe building & deployment.
- Profound knowledge in developing complicated integration problems using Workato.
- Experience working in different data formats such as CSV, JSON.

## Educational Qualification

- Bachelor of Engineering (B.E) from Kammavari Sangha Institute of Technology, Bangalore

## Certifications & Achievements

- Certified Workato Automation Pro 1, Automation Pro 2, and Automation Pro 3.
- Undergone training in Software Testing – Quick Test Professional (QTP) and Quality Control (QC).

## Skills

- IPaaS: Workato
- Operating systems: Microsoft Windows, Linux, Android
- Languages: C, C++, Java
- Database: Oracle, My SQL
- Web Technologies: HTML, PHP, JavaScript, CSS, Bootstrap, JQuery
- Tools: Postman

## Relevant Project Experience

### Five9 E-bonding project

May 2021 to Present

Company: CriticalRiver Technologies Private Limited

Role: Workato developer

#### Responsibilities:

- Experience in Integration platform Workato.
- Working on E-bonding project for Five9 company - The purpose of this project is to integrate the tickets that Five9 creates using Salesforce with multiple client systems using workato using API management and authentication mechanisms Oauth 2.0
- Built an API using API management in workato which Client can use to connect to Five9's Salesforce using OAUTH 2.0.
- Involved in end-to-end development of Recipe.
- Developed recipe for inbound and outbound transfer of tickets for client Aviva, Zoetis, Fedex and Zoetis in DEV and UAT environment and successfully deployed them to production.
- Developed the recipes for clients Aviva - integrating Service Now with Salesforce, FedEx – integration of customized version of Service Now with Salesforce and AT&T – integration of AT&T's ITSM tool using http connector with Salesforce.
- Coordination with the team to gather the requirements and how the fields can be mapped accordingly.
- Identify the client requirements and provide estimates.
- Conducted UAT - User Acceptance Test, prepared test cases, delivered project in time.
- Conducted testing for inbound recipe API using tool Postman where we have stored the JSON payload for inbound recipes for various clients and Oauth client codes.
- Troubleshooting Business cases after the solution was deployed to the production environment (Production Support).
- For client Aviva built recipes for integrating Customer Support tickets, Change Management tickets, Service Requests and Problem management.
- Built recipes for integrating Customer Support tickets and Service Requests of FedEx which uses customized version of Service Now to Five9 which uses Salesforce.
- Built recipes for integrating customer support tickets of Zoetis to Five9.
- **Currently working on the following projects for Five9 -**
  - **Integrating Customer support tickets of client Quest which uses ITSM tool Service Now to Five9's Salesforce.**
  - **Integrating American Water works tickets to Five9. American water works uses BMC Helix as their ITSM tool – currently working on developing recipes for BMC Helix to Salesforce integration.**
  - **Also working on FedEx incident management revamp where the existing integration that was developed for FedEx needs to be modified as per FedEx and Five9's requirements.**

**Onboarding Automation****August 2022 to November 2022****Role: Workato developer****Responsibilities:**

- Working on automating the procedure of onboarding of an employee using Workato.
- When an employee gets onboarded in Zoho people the employee's details are fetched and populated into Active directory, Oracle ERP system.
- Developed recipes for integrating Zoho people to Oracle ERP.
- Worked on configuring the Oracle ERP system and adding relevant data like department names, designations, departments that are needed for the onboarding process.
- Worked on assigning necessary roles for the user that are required for onboarding of an employee.
- Worked on assigning role for the user to be able to access the employee API through rest calls.
- Created recipes for creation and updating of employees in oracle ERP.

**Zamsters Project****December 2015 to April 2016****Company: Lean Infotech Pvt Ltd****Role: Software Developer****Responsibilities:**

- Gained experience in technologies PHP, JavaScript, jQuery, HTML, CSS
- Worked on Zamstars project - This project gets the insights of social media accounts - Facebook, twitter, LinkedIn of various users.
- Involved in design and development of HTML and PHP pages for the application.
- Developed PHP code for user validation.
- Developed PHP, JavaScript code for collecting insights of Facebook - number of likes, dislikes, post reach etc.

**Web template design****May 2015 to September 2015****Company: Pyrumas Software Pvt Ltd****Role: Software Developer****Responsibilities:**

- Designing Web pages using HTML, CSS, PHP, JavaScript, jQuery
- Designing responsive web layouts using bootstrap
- Creating responsive HTML Templates – converting PSD to HTML