**SHAM S REDDY**

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**Experience Summary**

* Having around 11+ years of IT experience out of which 3+ years on **RPA.**

**Professional Experience**

* Working as a Senior Manager in **Genpact India** from May 2019 to till date.
* Worked as a Manager-Projects in **Cognizant Technology Solutions** from December 2018to May 2019.
* Worked as a Manager in **Calken Technologies** from January 2009 to December 2018.

**Certifications:**

* Certified **Blueprism** Accreditation Developer(AD01).
* Master Certification in Automation Anywhere.

**Responsibilities :**

* Involved in implementing the full life cycle of RPA solutions. Identifying automation opportunities, gather requirements, implement, test and deploy targeted automation solutions.
* Involved in process walk through with business team to identify the technical feasibility.
* Responsible for verifying the BOT readiness status for BOT deployment.
* Documenting the MOM and preparation of Request for Proposal.
* Providing the feasibility analysis report, based on project requirements.
* Focusing on higher Return on investment.
* Forecasting the Business areas impacted.
* Proposing suitable automation tools based on the Business Processes for maximum efficiency.
* Actively involved in preparation of IPA, PDD, FRQ & SDD.
* Oversee development, testing, UAT and hyper care Phases.
* Involved in support activities to resolve the issues.
* Documented RCA for known issues.

**Tools and Technologies:**

RPA Tools : Blueprism 4.2, v5,v6 ,

Automation Anywhere 9x, 10.3, 10.5, 11

Win Automation 8

Programming : Core Java, JEE, R, Python, Powershell

Web Technologies : JSP, Java Script , VB Script, Servlets, HTML

Frameworks : Struts 2.0, Open JPA (Hibernate)

Tools and Utilities : Eclipse, PGAdmin, Netbeans, JBuilder,

R-Studio, Tableau, TOAD,SVN, RAZOR Sql, MANTIS BT

Web Servers/App. Servers : JBoss, Tomcat

Database Technologies : Oracle, Postgres, MySQL, SQL Server

Operating Systems : Linux, Windows.

Repository : Tortoise SVN, Bit bucket, GIT HUB

**Educational Profile**

* MBA from Osmania University.
* M.Sc ( Computer Science ) from Osmania University
* B.Sc ( Computer Science ) from Osmania University

**Project # 1**

**Title :**  Global Journal Entry

**Client** : Estee Lauder Companied, North America

The Estée Lauder Companies Inc. is an American multinational manufacturer and marketer of prestige skincare, makeup, fragrance and hair care products, based in Midtown Manhattan, New York City. The company owns a diverse portfolio of brands, distributed internationally through both digital commerce and retail channels.

**Description**

In Global Journal entry upload process, Bot receives mails from authenticated users of various regions (NAM, APAC, EMEA, UK) with JEs to be processed and post in SAP. Bot then validates the source of mail and saves the attached JE file in the shared drive. As the next step Bot validates the attached JE and then performs multiple excel operations and validations in the JE file. Once the JE is valid then the bot converts the JE file into text format it is then executed in the test mode in SAP and if it successful then the same will posted in production mode. Posting results are then shared with the respective stakeholder over email along with the screenshot and the document number generated in SAP upon successful posting.

**Project # 2**

**Title :**  Account Opening Process

**Client** :CITI Bank, North America

Citibank is the consumer division of [financial services](https://en.wikipedia.org/wiki/Financial_services) [multinational](https://en.wikipedia.org/wiki/Multinational_corporation) [Citigroup](https://en.wikipedia.org/wiki/Citigroup), Founded in 1812 as the City Bank of New York, and later became First National City Bank of New York. Citibank provides [credit cards](https://en.wikipedia.org/wiki/Credit_card), [mortgages](https://en.wikipedia.org/wiki/Mortgage_loan), [personal loans](https://en.wikipedia.org/wiki/Personal_loan), [commercial loans](https://en.wikipedia.org/wiki/Loan), and [lines of credit](https://en.wikipedia.org/wiki/Line_of_credit).The bank has 2,649 [branches](https://en.wikipedia.org/wiki/Branch_(banking)) in 19 countries, including 723 branches in the [United States](https://en.wikipedia.org/wiki/United_States) and 1,494 branches in [Mexico](https://en.wikipedia.org/wiki/Mexico) operated by its subsidiary [Banamex](https://en.wikipedia.org/wiki/Banamex" \o "Banamex). Aside from the U.S. and Mexico, most of the company's branches are in [Poland](https://en.wikipedia.org/wiki/Poland), [Russia](https://en.wikipedia.org/wiki/Russia), [Pakistan](https://en.wikipedia.org/wiki/Pakistan), [India](https://en.wikipedia.org/wiki/India) and the [United Arab Emirates](https://en.wikipedia.org/wiki/United_Arab_Emirates).

**Description**

This process automates account opening process, Initially the process starts with updating basic details like Customer first name, last name, mother maiden name, spoken language, etc. of the customer who requests to open account with CITI. In the next step BOT needs to add plan type to the account (IRA, RPSCDS, etc) based on customer requirement. Then BOT will verify the necessary documents attached in ECLIPSE application. Depending on the type of plan, different mandatory documents like driving license, etc needs to be verified. BOT will send an email to the customer if any additional documents are required to process the account opening request. Once approved, the customer data is updated into the Bank's data base along with the additional details and auto generated account number and customer id. And the same is informed thorough an email to the customer.

**Project # 3**

**Title :** Mortgage Loan Process

**Client** :JPMorgan Chase & Co, North America

JPMorgan Chase & Co. is an American multinational [investment bank](https://en.wikipedia.org/wiki/Investment_banking) and [financial services](https://en.wikipedia.org/wiki/Financial_services) company headquartered in [New York City](https://en.wikipedia.org/wiki/New_York_City). JPMorgan Chase is the [largest bank in the United States](https://en.wikipedia.org/wiki/List_of_largest_banks_in_the_United_States), and is ranked by [S&P Global](https://en.wikipedia.org/wiki/S%26P_Global) as the [sixth largest bank in the world](https://en.wikipedia.org/wiki/List_of_largest_banks) by total assets as of 2018, to the amount of $2.535 [trillion](https://en.wikipedia.org/wiki/10%5E12). It is the world's most valuable bank by [market capitalization](https://en.wikipedia.org/wiki/Market_capitalization). JPMorgan Chase is considered to be a [universal bank](https://en.wikipedia.org/wiki/Universal_bank) and a [custodian bank](https://en.wikipedia.org/wiki/Custodian_bank). The J.P. Morgan brand, historically known as Morgan, is used by the [investment banking](https://en.wikipedia.org/wiki/Investment_banking), [asset](https://en.wikipedia.org/wiki/J.P._Morgan_Asset_Management) [management](https://en.wikipedia.org/wiki/Asset_management), [private banking](https://en.wikipedia.org/wiki/Private_banking), private [wealth management](https://en.wikipedia.org/wiki/Wealth_management), and [treasury & securities services](https://en.wikipedia.org/wiki/Treasury_services) divisions.

**Description**

The process supports loan officer and other scrutiny teams by ensuring the timely, judicious and accurate processing with mortgages. Bot will verify borrowers’ income, credit reports, employment histories, property appraisals and title insurance information by reading the various documents submitted by the custoomer at the time of loan requisition. Bots are successful in delivering error-free documentation and ensuring compliance with company policies and regulatory requirements.Processed challenging loan applications like first-time borrowers, self-employed applicants and etc.

**Project # 4**

**Title :** Life Insurance Claim Request Process

**Client** : John Hancock Life Insurance, USA

John Hancock Financial Services, Inc. is a diversified financial services organization that provides insurance and investment products in the United States. The company operates through three segments: Protection, Wealth Management, and Guaranteed and Structured Financial Products. Protection segment offers individual life insurance, and individual and group long-term care insurance products, including participating whole life, term life, universal life, variable life, and individual and group long-term care insurance.

**Description**

Customer will raise a request for the claim process through the website. He/She has to upload all the required documents as per the company norms. Once the claim is requested then the BOT validates the customer information and notifies the customer about missing information or document if any and the status will be pending in such case. Once the customer uploads the missing information then BOT will revalidate the information and change status to processing. After working on the customer request BOT will move the information to the company's internal website for further processing and approvals by investigation team. Once the request is successfully processed then BOT notifies about the claim status to the customer.

**Project # 5**

**Title :**  Insurance Renewal Process

**Client** : John Hancock Life Insurance, USA

**Description**

When a customer requests for his policy renewal through the website, The BOT priliminarilyanalyse if the customer is eligible for renewal based on his age and as well as on the policy terms and conditions. If eligible BOT checks for the documents uploaded by the customer For Ex: Customer has to submit his latest health check up report approved by the authorised panel doctor else BOT will not proceed with the renewal process and the same is informed to the customer. Once all the information is appropriate then bot will send the details to the verification team for approval. BOT will perform a calculation of renewal amount on all the renewal request approved the verification team, As the amount changes based on various health conditions ,age of the customer and applicable taxes. Finally BOT sends a payment link to the customer with payable amount, the link redirects the customer to the payment page by agreeing the terms and conditions, customer can renew his policy for the specific period of time. The BOT sends a regret email to the customer if he is not eligible to renew.

**Project # 6**

**Title :** CASA Process

**Client** : Bank Of Montreal, Canada

**Description**

The process automates account opening process, The customer who wants to open current or saving account will enter his/her details along with the required documents. BOT extract this information and verifies the customer information. The uploaded documents will be sent to scrutiny. BOT will send a request to the customer if any additional document is required to process the account opening request. Once approved, the customer data is updated into the Bank's data base along with the auto generated account number and customer id. And the same is informed thorough an email to the customer.

**Java Projects**

**Project# 7**

**Title** : Online Fee Payments

Clients : St. Andrews Educational Services

The objective of the system is to develop web based application online application which is able to provide student/parent to make fee payments and download the fee receipts.

**Project #8**

**Title : Integrated ERP System**

Type : Development and maintenance

Clients : St. Andrews Educational Services, St. Patrick’s school, St. Michael’s School

The objective of the system is to develop a web based application which is able to provide online school management activities like Admission process with auto scheduling of student interviews and entrance exams, Fee payments, Automatic transport allocation, Sales, Student Attendance tracking, Marks Entry and Progress report generation, Communication with Parents, Disciplinary Activities recording and tracking with sanctions, Counselling for the required students, Infirmary, Attendance Tracking, School Leaving process, Library Management etc.

**Project#9 : Alumni Event**

Type : Development

Clients : St. Andrews Educational Services

The objective of the system is to develop web based application online application which is able to provide alumni to register do payments and get e-pass to the Alumni event.

**Project#10 : Retail Management**

Clients : FFLV, Vrindavan

The objective of the system is to develop web based application which is able to provide retail management activities.Stock existed in main hub store and will be distributed to its geographical locations and its sub-locations. The main aim of the system is to maximize the supply chain effectively with live monitoring of stock, sales and forecasting.

**Responsibilities :**

* Determines requirements, designs, builds, develop, tests, implements, maintains and enhances business system.
* Involved in writing Entities, Stored Procedures, business logics and Jquery.
* Involved migrating database from oracle to Postgre SQL.
* Involved in payment gateway process
* Unit Testing, Code Review, Debugging and Bug Fixing.
* Train and assist juniors in all areas.
* Deploying project and monitoring JBoss server.
* Analyzes, detects, identifies and corrects technical problems and deficiencies.