****   **Gopi Krishna.M**

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**Job Objective**

### To succeed in a challenging position in an esteemed organization where my capabilities can be exploited for the growth of the company and provide sample scope for career growth.

**Snapshots**

* **2.5 Years** of **Overall IT Experience** (Worked on different domain/platform)

## Worked as a Robotic Process Developer.

* **Worked** in **RPA (Tools: Win Automation, Softomotive (Process Robot), Microsoft Power Automate)**
* **Knowledge in Mainframe Automation.**
* Basic Knowledge on **SQL.**
* Strong Knowledge on **System Setup, Installation, Configuration.**
* Knowledge on Creation of Credentials using a Control Room.
* Used to analyze, understand and document the business processes in detail.
* Supporting existing processes and implementing change requirements as a part of structured change control processes.
* Managing and investigating exceptions. (Business and System Exceptions)
* Problem solving issues that arise in day to day running of automation processes and providing timely responses and solutions as required.
* An effective communicator with excellent relationship building & interpersonal skills, strong analytical, problem solving.
* Maintained a very good relationship with clients and other Stakeholders.

**Skills**

* + SQL Server, Regex,

### RPA Tools Worked on: Softomotive (Process Studio), Win Automation, Microsoft Power Automate and have knowledge in Automation Anywhere

**Experience Details**

**FIS GLOBAL Business Solutions India Pvt. Programmer Analyst from Aug 2018 to till date.**

Experience in Automating Process of **IBS Banking domain, Case Management System**

### Using Different Tools.

**Projects**

**Project Name :** IBS Exception Processing

**Client Name :** FIS Global Solutions

**Role :** Development, implement and Testing

**Tools and Skills :** Softomotive Process Robot

#### Team Member : 1

**Saving FTE** : 5 FTE

#### Description:

#### For this process we are running 2 bots 1 to extract the Account no from Ibs exception processing webpage and 1 for process bot, In Extractor we will extract the Account no and store the Database for further processing , Now the process bot will pick the Account no and it will get the information for respective account no like transaction code, reason code, and validate the respective action from the mapping file from extracted details, once the mapping matches the scenario it will update the information for that Account no.

**Project Name :** IBS Track Auto loan (Dealer)

**Client Name :** FIS Global Solutions

**Role :** Development, implement and Testing

**Tools and Skills :** Softomotive Process Robot

#### Team Member : 1

**Saving FTE** : 3 FTE

#### Description:

#### For this process we are running 2 bots 1 to extract the star view report and 1 for process bot, In Extractor we will download the file with the respective data and store the pdf in share location for Icr validation one the data is populated in the portal the client will validate the details and submit, Now the process bot will pick the information and validate the information in IBS site and validate the details in Dealer application and all the validation has met the bot will close the account in dealer application if not It will send a IBS note stating the reason.

**Project Name :** IBS Track ACH

**Client Name :** FIS Global Solutions

**Role :** Development, implement and Testing

**Tools and Skills :** Softomotive Process Robot

#### Team Member : 1

**Saving FTE** : 8 FTE

#### Description:

Daily the Client’s Transaction Monitoring team creates cases in VBO Queue SRM which includes the New creation account for Ach, once we find the account details in the queue we will get it to our queue and we will download the pdf for respective account no in FCM Application using the Api’s, once we download the Pdf the Icr will go head and display the result in portal, There the client will validate the details and submit, In our Process bot we will get the information and create the ACH account in the IBS as client has mention In the pdf once the creation is done our process bot will close the open ticket and pick the new once

**Project Name :** CMS (Case Management System) – Phase 1 SSL

**Client Name :** FIS Global Solutions

**Role :**Development, implement and Testing

**Tools and Skills :** Softomotive (Process Robot), SQL

**Team Members:** 1

**Saving FTE** : 5 FTE

#### Description:

In this phase we are providing access for the new user for SSL. We are getting the request in the CMS application and outlook. We are getting the pdf or scan document for the tickets. In this we are checking the sec contact in the CMS application, once security contact is available then we will provide the access and close the ticket. We are getting 100 tickets on daily bases; we are saving 5 FTE.

**Project Name :** CMS (Case Management System) – Phase 2 TBS

**Client Name :** FIS Global Solutions

**Role :** Development, implement and Testing

**Tools and Skills :** Softomotive (Process Robot), SQL

**Team Members :** 1

**Saving FTE** : 8 FTE

#### Description:

In this phase we have 4 types of user requests: add, delete, change and reinstate. For all the requests we are working with CMS applications and Safe form applications. We are working on a TBS platform in the mainframe application for creating the user for all request types. We are creating the safe form and sending the confirmation outlook mail for the user with access details, storing the user id and confirmation no in Database for the future purpose and closing the ticket. We are getting 60 tickets on a daily basis.

**Project Name :** CMS (Case Management System) – Phase 3 Base2000

**Client Name :** FIS Global Solutions

**Role :** Development, implement and Testing

**Tools and Skills :** Softomotive (Process Robot), SQL

**Team Members :** 1

**Saving FTE** : 6 FTE

#### Description:

In this phase we have 4 types of user requests: add, delete, change and reinstate. For all the requests we are working with CMS applications and Safe form applications. We are working on the Base2000 platform in the mainframe application for creating the user for all request types. We are creating the safe form and sending the confirmation outlook mail for the user with access details, storing the user id and confirmation no in Database for the future purpose and closing the ticket. We are getting 100 tickets on a daily basis. We are saving 6 FTE.

**Responsibilities at FIS Global Solutions India Pvt Ltd**

* + - Responsible for implementing the full lifecycle of RPA solutions: Starting from identifying automation opportunities, gathering requirements, implementing, testing and deploying targeted automation solutions.
    - Technical feasibility analysis to define scope of RPA (PDD).
    - Work closely with SME and prepare keystroke level documents with step-by-step process (PDI).
    - Develop Automation process as per the keystroke mapping to meet the requirements.
    - Used String operation to Compare and eliminates the duplicates from the data.
    - Experience using Delay and Wait commands.
    - Worked on Activities using web commands and windows commands.
    - Scheduled tasks in the client machine to repeat as per requirements using.
    - Used a log file to handle the errors and maintained extracted data.
    - Identifying and debugging the errors using Error Handlers.
    - Responsible for all support related issues.
    - Used Regex to perform the tasks.
    - Automation Tasks Deployment for UAT and support for UAT.
    - Production Deployment and Stabilization.
    - Environment: Win Automation, Softomotive (Process Robot), Microsoft Power Automate, XML.
    - Cooperating and communicating with the team for effective work management.

**Education**

* Completed my B. Tech in Information Technology at VVIT Guntur.

**Personal Details**

**Address** : H. No: 9-11-1 Sai Srinivasan Apartment Flat 204, Guntur.

**Date of Birth** : 26th Nov 1991

**Gender** : Male

**Language Known** : English, Telugu, Hindi.

# Gopi Krishna M