**M Naga Kishore**

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**Contact Number:** +91 9908308870

**Seeking challenging position which will utilize my strong technical, analytical and management skills and provide me an opportunity towards organizational as well personal growth**

A qualified technocrat offering 11+ years of IT experience in Software Development, Building Automation Solutions, RPA Product Development and application development for enterprise solution.

**Competency Matrix**

* Solution Design & Development
* Technical Design Document
* Automation Workflow Build
* Integration Testing
* Code Review
* Software Development Life Cycle
* Solution Design Document Analysis
* Technical & Client Support
* Technical Feasibility Study
* OCR Engines(**Abby,Microsoft,Google**)
* Automation Integration
* Solution Architecture
* Solution Deployment
* Quality Assurance
* Test Case Review
* Technical Solutions
* Macro Design & Integration

**Synopsis**

* Significant exposure in building automation solutions using Robotic process automation tools viz., Pega Robotics, Ui Path, Blue Prism, Automation Anywhere and Work Fusion.
* Certified **PRINCE2® Foundation Certificate in Project Management**
* Certified **PRINCE2® Practitioner Certificate in Project Management**
* Certified in **Advanced** **Ui Path (Verification Code: 346891772739076838)**.
* Certified in **Scrum Master** and having **Onsite Client Experience** for Banking Domain.
* Certified in **Pega** **Robotics System Architect (CRSA), Blue Prism, and Automation Anywhere.**
* Expertise in deploying **Pega RPA** solutions through **Pega Platform 8.5.1** with Case management.
* Having POC **Knowledge on Kyron RPA.**
* Proven Experience in **Cognitive RPA.**
* Proven experience in developing proof of concepts (POC) and demonstration to client stakeholders.
* Hands on experience in design, development and deploying bots into production and provide required support post deployment and maintenance phases.
* Expertise in deploying solutions through Orchestrator, Control room, TFS and manage required configuration or pre-requisites for deployment
* Strong technology background in .Net, C# and Java having experience in RPA product development.
* Practical exposure in recent trending areas of Intelligent & cognitive automation and non-electronic data extraction using tools like Deep Insight, I Data, Abby etc.
* Excellent experience in working with multiple stakeholders at the leadership level (Sr. Vice Presidents, Sr. Directors), Extensive experience in collaborating with onsite partners/client across globe.

**Technical Proficiency**

* **Languages** : C#, .Net
* **RPA Tools** : UI Path, Blue Prism, Pega Robotics and Automation Anywhere
* **OCR Tools** : Tesseract, Abby, Microsoft Cognitive Services
* **IDE & Tools** : Microsoft Visual Studio
* **Database** : MS SQL Server (2008,2010, 2012)
* **Web Development** : HTML, JavaScript, CSS, XML.
* **Operating Systems** : Windows XP, Windows 7

**Academia**

* M C A(Master of Computer Applications), Andhra Pradesh, INDIA
* BSc (Bachelor Degree),Andhra Pradesh, INDIA

**Professional Contour**

**Hitachi,India (Jun'19 – Present)**

**Senior Consultant 2/Associate Project Manager**

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| **Role** | Project Manager/ Team Lead/ Individual Contributor |
| **Client(s)** | * British Airways, Toyota |
| **Tools / Technologies** | * Pega 8.5.2,Pega Robotics, UI Path |
| **Projects / Processes Automated** | * Billing Events and Invoice Creation. * Travel Agent Invoice Creation. * Supplier Creation Process. * E-ticket Synchronization via Native Interface(No Time Constraint) * E-ticket Synchronization via FLY (Operational Window). * E-ticket Synchronization via Amadeus (Operational Window). |
| **Roles / Responsibilities** | * Conduct technical feasibility study on applications in scope of automation during due diligence phase * Review, validate and provide automation build effort estimations for processes in scope of automation * Understand business requirements from Process Definition Document(PDD) and prepare Solution Design Document(SDD) with Business Analysts. * Responsible for preparing Project Plan, Change Requests and Risk matrix documents. * Writing technical specifications and create Technical Design Document(TDD) post sign-off of the designed/agreed solution with client. * Create technical resource plan for workflows to be built and unit tested. * Create automation workflows basis the given requirements & timelines and post unit testing conduct peer to peer code review * Integrate multiple workflows and prepare nugget/solution pack for validation or integration testing. * Perform integration testing as per the test scenarios provided by business and fix defects at workflow and integration level. * Perform code review and provide technical sign-off for code to be deployed in UAT environment for verification testing * Deploy solution(s) in UAT, staging / Pre-Production environment(s) for user to conduct verification testing as per business * Provide technical support and defect fixing during UAT, staging or control production deployments. * Assist business analyst team during business case verification phase. * Responsible for Project Architecture as per the RPA tool standards. * Responsible for development and deliverables with Agile Methodology using SCRUM. |

**Ernst & Young Bangalore, India (Feb'17 – Jun’19)**

**Senior Technical Lead/Associate Project Manager**

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| **Role** | Senior Consultant – 3 / Associate Project Manager |
| **Client(s)** | * ANZ Group, Melbourne, Australia * SMBC Bank, Tokyo, Japan * Marathon Oil,USA * FAB,Dubai |
| **Tools / Technologies** | * Pega Robotics, UI Path, Blue Prism, Automation Anywhere |
| **Projects / Processes Automated** | * User Access Management Automation – Wall Street Process * User Access Management Automation – Web Voucher Process * User Access Management Automation – Carbe Process * Assignment Management System Process * CapEx Accruals Process * SPL Oil Allocation Verification Process * LAND Lagniappe * Reconciliation Process * SADAD Process |
| **Roles / Responsibilities** | * Conduct technical feasibility study on applications in scope of automation during due diligence phase * Review, validate and provide automation build effort estimations for processes in scope of automation * Understand business requirements from Process Definition Document(PDD) and prepare solution design document(SDD) with Business Analysts * Writing technical specifications and create Technical Design Document(TDD) post sign-off of the designed/agreed solution with client * Create technical resource plan for workflows to be built and unit tested. * Create automation workflows basis the given requirements & timelines and post unit testing conduct peer to peer code review * Integrate multiple workflows and prepare nugget/solution pack for validation or integration testing. * Perform integration testing as per the test scenarios provided by business and fix defects at workflow and integration level. * Perform code review and provide technical sign-off for code to be deployed in UAT environment for verification testing * Deploy solution(s) in UAT, staging / Pre-Production environment(s) for user to conduct verification testing as per business * Provide technical support and defect fixing during UAT, staging or control production deployments. * Assist business analyst team during business case verification phase * Responsible for development and deliverables with Agile Methodology using SCRUM. |

**Mphasis, Bangalore, India (Jun'16 – Dec’16)**

**Module Lead**

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| **Role** | Module Lead |
| **Client(s)** | * Endsleigh, UK * ICICI Bank Ltd, India |
| **Tools / Technologies** | * Pega Robotics 8.0 |
| **Projects / Processes Automated** | * Home Claims Review. * Motor Claims Review. * Customer ID Creation * Re-Issue of Debit Cards * Salary Upload Process * Accounts Payables – Invoice Processing |
| **Roles / Responsibilities** | * Involved in System study with Business and BA team. * Prepared Solution design document and part of AR and ISR review. * Responsible for development and deliverables. * Actively involved in daily team status meetings to ensure that the task schedule is being met and issues are being resolved. * Communication with Management and BA to keep them updated on progress. * Involved in the UAT testing with End User. * Involved in maintenance and enhancement of application that includes – new change request and technical support to client. * Responsible for following TFS for Issue tracking. * Source code repository using TFS. |

**Hsbc Software Development, Hyderabad, India (May'12 – Jun’16)**

**Senior Software Engineer**

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| **Role** | Senior Software Engineer |
| **Client(s)** | * Hsbc |
| **Tools / Technologies** | * Pega Robotics, C#.net. |
| **Projects / Processes Automated** | * Legal Services - France * Legal Services - Canada * ORM Hub Automation - India, Thailand * Retail Credit Services - Manila * Deceased Automation - UK * Audit Letters - UK * Account Management - HK * Re-Issue of Debit Cards * Just Talk - India * Accounts Payables – Invoice Processing |
| **Roles / Responsibilities** | * Involved in System study with Business and BA team. * Prepared Solution design document and part of AR and ISR review. * Responsible for development and deliverables. * Actively involved in weekly team status meetings to ensure that the task schedule is being met and issues are being resolved. * Communication with Management and BA to keep them updated on progress * Involved in the UAT testing with End User * Involved in maintenance and enhancement of application that includes – new change request and technical support to client * Responsible for following Quality Center for Issue tracking. * Source code repository using IBM RTC. |

**Process weaver Technologies Pvt. Ltd, Hyderabad, India (Jul'10 – Apr’12)**

**Software Engineer**

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| **Role** | Software Engineer |
| **Client(s)** | * DHL ,US * FedEx , US * UPS , US * LTL,US * Canpar,US * Same-day,US * Mid Land,US |
| **Tools / Technologies** | * C#.net, Asp.net, Adobe Flex, Sql Server. |
| **Projects** | * XCarrier |
| **Roles / Responsibilities** | * Involved in R&D to get certification from Carriers. * Responsible for designing and developing of the software, which include the User interface module and the database. * Create user interface using C#.Net and ASP.Net 3.5 with business logic layer. * Used ADO.Net for data retrieving, querying, storage and manipulation. * Accessing Carrier services via Web Services. |

**Tec Vibe Info Systems, Hyderabad, India (Jan'09 – Jul’10)**

**Software Engineer**

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| **Role** | Software Engineer |
| **Client(s)** | * Wipro |
| **Tools / Technologies** | * C#.net, Asp.net, Adobe Flex, Sql Server. |
| **Projects** | * School Management System |
| **Roles / Responsibilities** | * Responsible for designing and developing of the software, which include the User interface module and the database. * Create user interface using C#.Net and ASP.Net 3.5 with business logic layer. * Used ADO.Net for data retrieving, querying, storage and manipulation. |

**Personal Memorandum**

Date of Birth : 21st September, 1983.

Languages Known : English and Hindi.

Passport Availability : Yes.

Marital Status : Married.

References : Available upon request.