**M Naga Kishore**

**Email:** nagakishore\_muddamsetti@yahoo.in

**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
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| **Tools / Technologies** | * Pega 8.5.2,Pega Robotics, UI Path
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| **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.
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**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
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| **Tools / Technologies** | * Pega Robotics, UI Path, Blue Prism, Automation Anywhere
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| **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
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* 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.
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**Mphasis, Bangalore, India (Jun'16 – Dec’16)**

**Module Lead**

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| **Role** | Module Lead |
| **Client(s)** | * Endsleigh, UK
* ICICI Bank Ltd, India
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| **Tools / Technologies** | * Pega Robotics 8.0
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| **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.
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**Hsbc Software Development, Hyderabad, India (May'12 – Jun’16)**

**Senior Software Engineer**

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| **Role** | Senior Software Engineer |
| **Client(s)** | * Hsbc
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| **Tools / Technologies** | * Pega Robotics, C#.net.
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| **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.
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**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
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| **Tools / Technologies** | * C#.net, Asp.net, Adobe Flex, Sql Server.
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| **Projects**  | * XCarrier
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| **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.
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**Tec Vibe Info Systems, Hyderabad, India (Jan'09 – Jul’10)**

**Software Engineer**

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| **Role** | Software Engineer |
| **Client(s)** | * Wipro
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| **Tools / Technologies** | * C#.net, Asp.net, Adobe Flex, Sql Server.
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| **Projects**  | * School Management System
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| **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.
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**Personal Memorandum**

Date of Birth : 21st September, 1983.

Languages Known : English and Hindi.

Passport Availability : Yes.

Marital Status : Married.

References : Available upon request.