

# Parikshith S Shetty

**Associate Technical Engineer**

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## SUMMARY

- Detail-focused RPA Support and Developer with 2 years of experience in UiPath. Skilled in monitoring bots, resolving incidents, and ensuring uninterrupted automation performance in production environments. Committed to delivering dependable RPA support while continuously enhancing technical and problem-solving skills.

## EDUCATION

**Sahyadri College of Engineering and Management**

Bachelor of Engineering in Information Science

Mangalore

**May 2023**

- Major CGPA: 8.0/10.0

## TECHNICAL SKILLS

- **Programming Languages:** VB, Python.
- **Database:** MySQL, MSSQL.
- **Tools Used:** UiPath Studio, UiPath Orchestrator, UiPath Assistant, UFT One (15.0.2), Visual Studio, MYSQL Workbench.
- **Support Tools:** ServiceNow.

## TRAININGS / CERTIFICATIONS

- RPA Developer Foundation from UiPath Academy.
- UFT One (15.0.2) training from Udemy.
- AWS Certified: AWS Cloud Practitioner (CLF-C02).
- Microsoft Certified: Azure Fundamentals (AZ-900).

## WORK EXPERIENCE

**Kyndryl**

**Associate Technical Engineer – Ui Path Support/Development**

Bangalore

**Aug 2023 – Present**

- Managed and monitored UiPath robots through Orchestrator, resolving runtime exceptions and optimizing bot performance actively.
- Handled bot deployment activities, including queue and trigger management, package updates in UiPath Orchestrator.
- Monitored unattended bots in production environments, ensuring SLA adherence and timely task execution.
- Performed health checks of bots and infrastructure, escalating issues to the infrastructure or development teams when required.
- Collaborated with cross-functional teams to communicate automation errors, gather feedback, and ensure continuous support coverage.
- Helped create standard operating procedures (SOPs) and knowledge base articles for common automation support issues.
- Tracked and analyzed bot performance metrics to identify patterns and prevent recurring failures.

## PROJECTS

### HR Automation – Offer Rollout Bot

- **Tools used:** UiPath Studio, UiPath Orchestrator, Robots, Excel, Outlook.
- **Description:** Designed and implemented a UiPath automation to generate personalized offer letters in bulk using candidate data from Excel. The bot auto-filled Word templates, converted them to PDF, and emailed them to selected candidates via Outlook.
- **Outcome:** Reduced manual effort by 80% and significantly improved accuracy and turnaround time in offer letter generation during campus hiring drives.

### Automated Attendance Report and Notification Bot

- **Tools used:** UiPath Studio, UiPath Orchestrator, Excel, Outlook.
- **Description:** Developed a bot to read employee attendance data from an Excel sheet, filter rows with “Absent” status, and send a summary email to the manager with the list of absentees. Added logic to skip weekends and holidays using a predefined calendar sheet.
- **Outcome:** Improved reporting accuracy and reduced daily follow-up time by automating the absentee notification process with consistent formatting.

### Real-Time ServiceNow Incident Monitoring

- **Tools used:** UiPath Studio, UiPath Orchestrator, ServiceNow, REST API, Excel, Outlook.
- **Description:** Built an event-driven automation that connects to ServiceNow via REST API to detect real-time updates on incident records. The bot fetches incidents with status changes, compiles key details into a formatted Excel report, and sends it to the support team via Outlook. Triggered either by ServiceNow webhook or scheduled polling.
- **Outcome:** Improved response time by enabling real-time visibility of incident activity, reduced manual monitoring, and ensured prompt communication to support teams.