

Rishi Kriplani

ENTERPRISE RPA DEVELOPER | L2 PRODUCTION SUPPORT ENGINEER

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Automation engineer working at the intersection of development and production operations. Experienced in enterprise RPA delivery, live incident handling, safe production changes, environment monitoring, migration validation, documentation, and customer communication.

50+	173	100+	150+
automations supported and improved	robotic machines monitored and managed	manual hours saved for clients	learners mentored across 10+ domains

EXPERIENCE

PAteam India

MAR 2022 - PRESENT

RPA Developer / Automation Developer / L2 Production Support

- Develop and support enterprise automations using NICE RTI and NICE Designer 7.9.1 and earlier 7.3 environments.
- Handle production monitoring, incident triage, root-cause analysis, bug fixes, customer communication, documentation, and knowledge transfer.
- Deliver minimal production changes and support automation validation and migrations while managing operational risk.
- Monitor and manage environments with 173 robotic machines and support 50+ automations across fixes and production changes.
- Work with Automation Portal, Robot Control Room, Task Control Room, Task Scheduler, Credential Management, SAP, Oracle DB, Salesforce, M365 Dynamics, SharePoint, OneDrive, and cloud/server infrastructure.

Techzy

JUN 2020 - FEB 2022

Technical Trainer

- Mentored 150+ learners across 10+ technical subject domains through practical, structured instruction.
- Translated complex technical concepts into clear learning material, demonstrations, documentation, and learner support.

Krish Compusoft Services

JAN 2020 - JUN 2020

Blockchain Developer

- Contributed to blockchain development across healthcare applications and a real-time virtual currency exchange platform.

Aarvan Techno Labs

MAR 2019 - APR 2019

Blockchain Consultant

- Applied blockchain concepts to client-facing solutions and technical consulting work.

BLIC

OCT 2018 - JAN 2019

Developer

- Worked on early software development including a QR-based unique licensing solution.

CORE CAPABILITIES

AUTOMATION / RPA	NICE RTI, NICE Designer, enterprise RPA development, Automation Portal, Robot Control Room, Task Control Room, robotic machine management, UiPath learning and specialization direction, Power Automate
PRODUCTION SUPPORT	L2 monitoring, production incident handling, root-cause analysis, bug fixes, minimal production changes, validation, migration support, Task Scheduler, credential management
PROGRAMMING / DATA	Python, Java, JavaScript, .NET, SQL, MongoDB, PowerShell, Oracle DB queries
ENTERPRISE PLATFORMS	SAP, Salesforce, Microsoft 365 Dynamics, SharePoint, OneDrive, Excel, Word, PowerPoint, Canva, cloud and server infrastructure
DELIVERY	Process understanding, technical documentation, knowledge transfer, customer support communication, stakeholder updates, automation validation

RPA EXPERIENCE HIGHLIGHTS

Automation Development	Build and improve enterprise workflows with a focus on maintainability, stability, operational controls, and clear process understanding.
Production Reliability	Own issues from monitoring and triage through diagnosis, recovery, root-cause analysis, documentation, and stakeholder communication.
Environment Operations	Manage schedules, credentials, control rooms, portals, machines, and supporting infrastructure across live automation estates.
Safe Change and Validation	Implement bug fixes and minimal production changes, validate automation behavior, check dependencies, and support migrations.

EARLY DEVELOPMENT PROJECTS

Feedemine	Early product project demonstrating solution thinking, implementation, and iteration.
IntelliBann	Applied technology project using intelligent software concepts to address a practical problem.
Neuralve	Early-stage project spanning research, prototyping, product concepts, and software delivery.
Blockchain Solutions	Healthcare blockchain use case, QR-based unique licensing, and a real-time virtual currency exchange platform.

EDUCATION

2024 - 2026	Master of Business Administration - Business Analytics Symbiosis School for Online and Digital Learning (SSODL)
2016 - 2020	Bachelor of Engineering / Technology - Information Technology L.J. Institute of Engineering and Technology
2002 - 2016	School Education Seventh Day Adventist, Ahmedabad

CURRENT DIRECTION

Deepening UiPath specialization and exploring AI-assisted automation architecture, Cognigy + UiPath patterns, PowerShell, and Power Automate. These are current learning and career directions.