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**Work Experience**

**Principal, AUTX LLC**

Jan 2021 – Present

**UiPath**

Jul 2023 – Present

Acting in an advisory capacity delivering Practice/Program Management and UiPath COE AOM (Automation Operating Model) as well as the Citizen Development AOM. As the Advisory Lead, I am expected to help companies adapt their specific development practice to one that will efficiently deliver automation value, effectively maintain automation value, effectively interface with customers and executive leadership, etc.

**Immigration Law Services Firm**

Jan 2021 – Present (End Date: Aug 1)

As Acting Director of Digital Operations at an Immigration Law Services firm, re-building RPA Services Practice from the ground up by establishing RPA Center of Excellence (Practice Direction, Opportunity Management), Automation Delivery (Requirements, Development, QA), Automation Support & Maintenance (Break/Fix and Warranty), Platform Operations (Reporting, Access, Promotion). Established/Produced Robotics Operating Model, Complexity Models, Process Definition Document (PDD) / Solution Design Document (SDD) Templates, Development Methodology, KPI development, etc.

In a services role, delivered automation for both internal and external stakeholders.

Successfully served to establish and mentor 3 new RPA Managers to take the RPA Services Practice areas at contract conclusion. Managing both onshore and offshore resources. Including offshore immigration paralegals processing automation and immigration petition exceptions.

**Director, RPA Practice at Capgemini, BSv (Business Services)**

Jul 2017 – Dec 2021 (4 years 6 months)

As part of Capgemini's international workforce, prior to Covid restrictions, I travelled extensively (US, Canada, UK, India, Switzerland, Poland, Australia, Indonesia, etc.) consulting on Intelligent Automation architecture/implementation engagements involving many different tool sets (Automation Anywhere, BluePrism, Kryon, Pega Robotics, and UiPath).

As a Director and 1-of-3 Solutions Consultants in BSv Americas, I am involved in multiple verticals (Banking, Insurance, Re-Insurance, Manufacturing, Financial Investments, etc) and all aspects of practice, design, implementation, and maintenance/support (automation and platform) for Capgemini, BSv.

With the extensive knowledge of numerous RPA Operations across various practices, I participate as part of the Capgemini Invent team responsible for Robotic Operating Model which consults to determine the optimal model for RPA implementation given the customer BAU. These engagements last a scant 6-8 weeks. During this time, the customer BU is evaluated, benchmarked and remediation recommendations are delivered. MY specific responsibilities are KPI reviews, code reviews, operations reviews, and risk/security recommendations. The last 3 engagements were a large Finance: Investments and Banking, and Consumer Goods.

As the BSv designated RPA expert, I am the requested resource to join Capgemini’s Flying Squad; a small team of 3-4 that performs large project reviews. Traveled extensively in pursuit of these reviews. Performed contract reviews, project trajectory reviews, risk assessments, security/privacy assessments and automation assessments. The Flying Squad duration is only 1 week, so it is imperative that the team can quickly amass/organize information, understand the weakness, and provide recommendations around the problem spaces. The last 2 engagements were Finance: Financial Information and Banking.

While I have delivered implementation architectures in Automation Anywhere, BluePrism, Pega Robotics, and UiPath, in the last year it has been limited to 4x UiPath and 1x Blue Prism implementations. The latest POC involved BluePrism. I created and delivered Appian-managed, dynamically executed BluePrism Runtime Resources; an event-based solution. The load included 20+ processes managed against a configured set of Runtime Resources; managed based on Appian workload volume, average runtime, process priority, etc. The implementation would stop/start processes on Runtime Resource based on changing operational need.

Co-authored Capgemini Process Robotics (CPR); a methodology and technology that allows ~65% reduction in production-level code delivery, and substantially reduces support and maintenance of automation. Utilizing a best-practice, patterned module and coding practices, CPR allows the junior developer to deliver as well as the senior while providing easy-to-achieve customer daily demos. This technology can move the automation FTE minimum value to 25%.

Co-authored CPR Conversion: a technology allowing the migration of code between RPA tools by transforming a source RPA code set into CPR value abstraction and subsequently output to other toolsets. This technology allows a direct conversion rate of 50% and the added value of CPR patterned capability. Typically used for tool conversion, but most recently used to clean-up code variations of a mature practice.

Co-authored the Capgemini RPA Development Framework. The RPA Development Framework is a tool-agnostic development approach for Automation Anywhere, Blue Prism, Pega and UiPath (port to Work Fusion is in progress). It guarantees a consistent approach and delivery of automation regardless of RPA tool set. The development framework improves all aspects of the RPA SDLC and can be used to deliver in either a waterfall or agile environment. Capgemini largely attained the title of "Industrialized RPA SI/Partner" by HfS based on the Development Framework.

Created 100+ criterion model for RPA Tool Selection focused on Customer POV:

* Examines and compares tools against the corporate/practice
* Functional requirements, Architecture, Security, Technology, Operations, Multideveloper Model, Re-usability Model, Federation Model, Iterative Development Model, Testing Model

**RPA Architecture and Technology Director at Alsbridge/ISG**

May 2016 - Jul 2017 (1 year 3 months)

As the Architecture and Technology Director at ISG, I fulfill 3 main functions:

1. Customer facing interaction providing IT Discovery and Build Recommendations
2. Practice processes, best practices, and standards
3. Practice Assurance

I chair a global architecture group and lead the team responsible for the conceptual, logical, implementation, and technology architectures for the RPA practice. My team has created an Automation Toolkit for Automation Anywhere. Implemented as a factory resource development model (Multi-role, Non-dependent, Pooled Resource Delivery Model), the toolkit ensures the abstraction of business process and business application, creates small, intentional, consistent, maintainable, manageable, highly reusable objects form hardened automation execution. The model has provided 50% reduction in delivery time.

**Business Architect, Insurance at OpenSpan (now PEGA)**

Jan 2012 - May 2016 (4 years 5 months)

I provide an innovative approach to the health insurance industry. As an RPA Business Architect, I automate manual claims processing by utilizing a BPA-approach (Business Process Automation) in an innovative way, so payers realize an increased auto-adjudication rate, a reduced administrative expense, and an increased claims payment quality.

Our approach emulates the eyes, hands, and mind of the Claim Examiners. Using our expertise, technology, and techniques we provide near immediate ROI with minimal risk, and typically without a corporate IT resource, or changes to existing applications.

Time-to-market and re-use are two of the most critical aspects of automation. Our approach and technology, allow all solutions to be designed, built, tested, and implemented in a matter of weeks not months or years. Additionally, the approach to the technology allows for claims disposition automation re-use within the insurance industry.

Some examples of solutions include claim disposition, claim audits, appeals, prompt-pay, and BlueCard transactions.

**Insurance Business Architect at Triangle BPA**

Dec 2011 - Jan 2012 (2 months)

Developed an innovative Healthcare Claims Adjudication Engine that leveraged user application UI elements and IT-provided webservices infrastructure to get/set necessary data, providing a means to process claims to closure.

Acquired by OpenSpan, Inc.

[**BlueCross BlueShield of North Carolina**](https://www.linkedin.com/company/bluecrossnc?trk=public_profile_experience-group-header)

[Jan 2001 – Dec 2011 (11 years)](https://www.linkedin.com/company/bluecrossnc?trk=public_profile_experience-group-header)

* Enterprise Architect Dec 2010 - Dec 2011 (1 year 1 month)
* Dir Research and Innovation - Jan 2009 - Dec 2010 (2 years)
* Dir Technology Research and Innovation - Jan 2008 - Jan 2009 (1 year 1 month)
* Dir IT Operations - Jan 2001 - Jan 2008 (7 years 1 month)