

Murtuza Masalawala

Senior RPA Developer | Certified UiPath Advanced RPA Developer | Solutions Architect

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Melbourne, VIC | Available to join following a standard 2-week notice period.

PROFESSIONAL SUMMARY

Highly experienced and certified RPA professional with 5 years in enterprise RPA development, including end-to-end automation design using UiPath, Power Automate, and AI/ML tools. Skilled in implementing scalable, secure, and optimised automation frameworks across healthcare, aged care, finance, and education sectors. Proficient in integrating RPA with APIs, databases, and document understanding frameworks, delivering business efficiency and cost savings.

Certified in UiPath Advanced RPA Developer (UiARD), Solutions Architect, PRINCE2, ITIL, AWS Cloud Practitioner, and Agile Foundation & Practitioner, with a strong track record of working in cross-functional Agile teams.

TECHNICAL SKILLS

- Languages & Platforms: UiPath, Power Automate, .NET, Python, SQL, JavaScript
- RPA & Automation: Document Understanding, REFramework, Orchestrator, Process Mining
- Cloud & Integration: AWS, REST/SOAP APIs, Web Services
- Project & Agile Tools: Jira, Confluence, Agile/Scrum, PRINCE2
- Specialised Tools: UiPath Studio, Automation Hub, Task Capture, OCR, Power Apps
- Domains: Healthcare, Aged Care, Finance, Education, Government

CERTIFICATIONS

- UiPath Certified Advanced RPA Developer (UiARD)
- UiPath Solutions Architect (Completed)
- PRINCE2® Foundation – AXELOS
- ITIL® Foundation – AXELOS
- Agile Foundation and Practitioner – BCS
- AWS Certified Cloud Practitioner

PROFESSIONAL EXPERIENCE

Epworth HealthCare | RPA Solution Specialist

January 2026 – Present

- Implement the full RPA development lifecycle, including requirements gathering, process analysis, solution design, development, testing, deployment, support, and ongoing maintenance using UiPath.
- Work closely with business Subject Matter Experts (SMEs) through workshops and interviews to understand current processes, identify pain points, document requirements, and design automation solutions aligned with business needs.
- Develop stable, efficient, and scalable automation solutions that reduce manual effort, minimise operational disruption, and improve process accuracy.
- Identify and assess new automation opportunities to improve business efficiency, reduce rework, and enhance process quality across healthcare operations.
- Design, build, and maintain UiPath automations, including workflows, queues, exception handling, configuration files, logging, and reporting components.
- Currently developing a Theatre Booking Automation solution using local AI for document extraction, supporting privacy-focused processing of theatre booking forms and reducing reliance on manual data entry.
- Create and maintain test plans for automation projects, including test scenarios, execution estimates, UAT support, defect resolution, and post-deployment validation.
- Support and enhance existing bots when business processes, applications, or system interfaces change, including upgrades and production issue resolution.
- Maintain clear and accurate documentation for automation projects, including process design documents, solution design documents, test evidence, deployment notes, and support guides.
- Contribute to RPA best practices by promoting reusable components, structured exception handling, maintainable workflows, and effective governance.
- Provide RPA guidance and technical support to team members and business stakeholders, helping identify suitable processes for automation and ensuring solutions deliver measurable value.

Senior RPA Engineer

Process-X, Melbourne, VIC | Jul 2021 – Jan 2026

Led delivery of automation solutions for enterprise clients across aged care and finance using UiPath, Microsoft Power Automate and Python.

- Designed, built, and deployed complex end-to-end automation workflows across finance and operations, including invoice processing, clinical data migration, statement reconciliation, and funding and accounts receivable (AR) automation for Services Australia focusing on aged care payment statements, Medicare

reconciliation and resident agreements. Delivered resident letter data extraction through image analysis powered by large language models (LLMs). Integrated Human-in-the-Loop (HITL) functionality using UiPath Action Centre and UiPath VB apps to streamline exception handling and approvals.

- Developed scalable frameworks for Document Understanding using UiPath AI Fabric, Modern, NLP and GENAI to extract and validate data from unstructured and semi-structured sources.
- Integrated automation solutions with SQL databases, APIs, and third-party web services, ensuring seamless interoperability and data consistency.
- Applied Generative AI and LLMs for advanced use cases, such as intelligent classification, language-based automation, and document summarisation.
- Participated in architectural design sessions, prepared solution design documents (SDDs), and led peer code reviews to uphold development standards.
- Mentored junior developers and supported the organisation's automation centre of excellence initiatives.
- Regularly engaged as a guest speaker in UiPath Community events, presenting on Document Understanding and AI integrations across multiple sessions.

Data Specialist & Local Area Coordinator – NDIS

Brotherhood of St Laurence, Melbourne, VIC | May 2019 – Jun 2021

- Developed internal tools using Microsoft PowerApps to support over 600 Local Area Coordinators (LACs).
- Enabled efficient data entry, referral processes, and COVID-safe hot-desking with automated calendar and alert integrations.
- Supported NDIS participants and executed community capacity-building activities aligned with government KPIs.

Information & Data Specialist (Contract Roles)

IAG, Civica | 2018 – 2019

- Maintained data integrity and processed compliance-based data requests across multiple systems.
- Supported data migration and cleansing initiatives for legal and business requirements.

Senior Project Manager & Technical Lead

Chris Adams Pty Ltd, Melbourne, VIC | Jan 2015 – Apr 2018

- Spearheaded the design and deployment of a cloud-based HR and Payroll platform from concept to launch, ensuring a secure, reliable, and scalable solution. Collaborated with cross-functional teams to meet tight timelines and compliance standards.
- Developed a comprehensive enterprise gateway portal offering streamlined access to services including intercompany logistics, IT and admin service desks, document storage, shipment tracking, product catalogues, and trademark/IP management.
- Implemented a robust IT service management system using the open-source OTRS-ITSM platform, improving internal ticketing and service delivery.
- Rolled out a secure internal collaboration environment using Linux-based ownCloud, enabling cross-location document sharing and version control.
- Designed and launched multiple e-commerce websites for various home brands, achieving a 25% uplift in online sales through enhanced digital customer experiences and automation.

Senior Project Manager & Technical Lead

Nabeel Group, Dubai, UAE | Apr 1995 – Dec 2014

- Led design and implementation of enterprise-wide ERP and HRIS platforms.
- Directed a team of 30 staff with a \$12M budget for global tech rollout.
- Integrated VOIP, data warehousing, and in-house developed applications, delivering cost savings over \$1M.
- Architected and led the development of a large-scale custom ERP system tailored to the organisation's global operations, spanning supply chain, finance, sales, and inventory modules.
- Successfully led the end-to-end delivery of a global Retail POS software solution for over 70 stores, integrating seamlessly with the Bamboo ERP system to provide real-time executive dashboards. Delivered the project on time, under budget, and with minimal risk by applying Agile methodologies and rigorous stakeholder engagement.
- Directed cross-functional teams of technical and business staff in automating workflows using PowerShell scripting and early-stage robotic process automation, resulting in a 25% improvement in operational efficiency.
- Championed the global implementation of Cisco VoIP over SonicWall VPN, enhancing real-time communication and collaboration across geographically dispersed teams.
- Designed and deployed a proprietary data management system tightly integrated with the ERP, improving reporting, compliance, and decision-making capabilities.
- Led strategic planning and business case development for major IT initiatives, covering financial projections, risk assessment, and ROI analysis.
- Achieved significant cost savings (over \$1M) by developing custom software in-house, preserving company culture and process fidelity while avoiding costly off-the-shelf alternatives.
- Fostered a culture of continuous improvement through structured feedback loops between end users and developers, ensuring iterative ERP enhancements.
- Designed and delivered a leadership and briefing training program to build internal capability and team cohesion.

Project Lead

Pace Elcot Technologies, Chennai, India | Jan 1994 – Mar 1995

- Led the successful development of a speech-synthesised access control system, combining high-level programming and low-level assembly code.
- Collaborated with Philips Semiconductors on microcontroller design and integration. Managed a team of six to deliver this high-tech, user-friendly security solution for enterprise-level deployment.

EDUCATION

Master of Business Administration (MBA) – Caroline University

Bachelor of Engineering (BE) – University of Madras

ADDITIONAL INFORMATION

Availability: Immediate

Work Rights: Full working rights in Australia

Community Engagement: UiPath Community Contributor, Document Understanding Forums