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##### EXPERIENCE SUMMARY

* Certified Senior System Architect in PEGA with overall 9 years of experience in Information Technology.
* Good experience in Design, Development and Testing of Pega RULES Process Commander based systems.
* Expertise in PRPC Flows, interpretation of Flow shapes for business scenarios, Activities and Activity step methods.
* Worked with External Databases and RDB Methods like RDB Save, RDB Open, RDB List.
* Coordinate between onshore/Offshore and different client/vendor team. Managing offshore communication with client and provided answers.
* Possess excellent business and technical knowledge with a good understanding of BPM principles.
* Key strengths are Quality Consciousness, Problem Solving, Commitment, Flexibility, Application Knowledge, Work Ethics, and Technical Capability, Leadership Qualities, Personal Effectiveness and ability to learn on the job.
* Used PEGA Systems PEGA Rules Process Commander PRPC, Customer Decision Hub (CDH), DSM, Pega Decisioning and Marketing, CPM, CRM.
* Experience in coordinating the Onsite-Offshore.
* Analyzed Pega PRPC 8.3 system log files and provided the solutions.
* Experience in agile methodology also created User Interfaces and modified the User Interfaces rules (Sections) as per requirements.
* Using data transforms, data pages and we designed our solutions that will obey PEGA guardrails all the way.
* Strong knowledge of decision strategies, decision shapes, and event strategies within the Pega CDH framework.
* Designed, Developed, Implemented the next generation of enhancements to Pega’s industry leading ‘Next-Best-Action’ application in CDH.
* Debugging and fixing the production issues on call, identifying the issues by referring to logs and taking necessary actions to bring the environment up.
* Created Connect-REST integration and Data Mapping rules.
* Understanding the business requirements and implemented the business logic by using PEGA PRPC.
* Designed and implemented both Overall and Internal Case SLAs.
* Designed and implemented LDAP Authentication for Enterprise application.
* Performed server-side administrative tasks updating Web.xml, prconfig.xml, Node load balancing configurations.
* Performed Deployment activities to higher environments, including RAP creation, Database changes and Agent configuration.
* Implemented Pega Automated Test suite and Pega Robotics for Unit Testing Automation.
* Engaged in Defect Fixing activities and performed code deployment activities into higher environments.

##### TECHNICAL SKILLS

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| --- | --- |
| **Operating Systems** | Windows NT, Windows 2000, 2007, 2010 |
| **Languages/Web** | Java |
| **Web** | HTML/DHTML (JavaScript), XML |
| **BPM** | PEGA RULES Process Commander (PRPC) v6.x / v7.x/ v8.x |
| **Other tools** | SOAP UI, TCP MON, LISA, SQL Developer, [Jira, Splunk |
| **Pega Frameworks** | CPM, Pega Decision, Pega HCIF, CPMHC |
| **Database** | Oracle database & SQL database |

**Certifications:**

* Certified Pega Senior System Architect (PCSSA8.0v)
* Certified Pega System Architect (PCSA 7.4v)

##### PROFESSIONAL EXPERIENCE

Client: ViaSat INC Aug 2022 – Till Date

Location: San Jose, CA

**Role: Sr. PEGA Developer**

**Description:** Part of the Team that developed a multi-channel customer servicing application that intakes and process new Service orders related to Internet, TV services installations.

**Responsibilities:**

* Consult and analyzed the requirement and data and recommended solutions are implemented.
* Study and analyze the business process.
* Daily interaction with offshore for technical and business clarifications.
* Interact with the stakeholders and gather business requirements using App Studio.
* Analyze and solve the technical challenges in high-level functional requirements.
* Evaluate technical feasibility of client functional requirement and provide solutions using less customization approach by checking possibilities of available Out of the Box (OOTB) Pega features.
* Coordinate between onshore/Offshore and different client/vendor team. Managing offshore communication with client and provided answers.
* Preparation of detailed technical design document on Enterprise Class Structure (ECS) and Data Model related to the application.
* Correct errors by making appropriate changes and then rechecking the code to ensure that the desired results are produced.
* Worked as a CDH developer for marketing applications.
* Analyzed Pega PRPC system log files to identify and create Tech-Debt for any performance issues or exceptions generated during the Sprint development.
* Fix errors and bugs that are identified while testing.
* Proven track record of successfully implementing Pega CDH v8.8 solutions for various industries, resulting in improved customer engagement and revenue growth.
* Part of creating Technical Design Document and Service Designs.
* Troubleshoot functional and performance issues, recommended corrective strategies.
* Checking PDC Alerts for Performance issues and Top 5 Guardrail warnings in production.
* Participated in Pega Software upgrade planning discussions. Ran Upgrade tools Utility to check rules that are not compatible with the new version of Pega.
* Involved in in-place upgrade of Pega from version 8.2 to 8.5 and provide solutions for anything that was broken in newer version of Pega.
* Individual responsibility towards developing User Stories every Sprint.
* Identified scope variance, provided Sprint delivery plan, reviews acceptance criteria.
* Defined integration testing scenarios specify unit testing of integration points.
* Developed Service-REST and Connect-REST rules to intake cases into the application and fetch information from external systems depending on the requirement.
* Remediate and perform Data corrections on Cases that were stuck in Problem flow in Production by creating Utilities.

**Environment: PEGA 8.5, Pega PDC, Dynatrace, JIRA, CDH, ServiceNow, Apache Tomcat, SQL, Database.**

Client: Prime Therapeutics April 2021 – July 2022

Location: Minnesota

Role: Sr. PEGA Developer

**Description:** Appeals and Grievances application provides resolution to complaints based on healthcare coverage and Services. This application also covers multiple Lines of Business including government sponsored healthcare programs like Medicare and Medicaid.

**Responsibilities:**

* Gather Requirements from Stakeholders by participating in requirement grooming meetings.
* Analyze and solve the high-level functional technical challenges.
* Worked on merging different applications of acquired companies.
* Updated existing Workflow to accommodate business logic of the acquired company’s workflow.
* Evaluate technical feasibility of client functional requirement and provide solutions using less customization approach.
* Preparation of detailed technical design document for the requirement to describe the user interface and the technical aspect of the project in line with Pega PRPC 8.3V.
* Correct errors by making appropriate changes and then rechecking the code to ensure that the desired results are produced. Redesigned some custom controls and UI layouts to standardize across the application.
* Analyzed Pega PRPC 8.3 system log files and provided the solutions.
* BIX Processing. Strong knowledge of decision strategies, decision shapes, and event strategies within the Pega CDH framework.
* Fix errors and bugs that are identified in the course of testing.
* Provided support to AIT and UAT at client side.
* Mentored and Review of Technical Design Document done by team members.
* Troubleshoot functional and performance issues, recommended corrective strategies.
* Client Communication e.g., Query resolution and Signoffs.
* Provided technical direction on process flow construction.
* Driven unit testing and unit test strategy.
* Design and estimate effort to deliver solution components.
* Worked on Production System
* Resolve the defects by Tracing or Debugging the Issue raised by end user.
* Knowledge about debugging Skills in PRPC using TRACER, Clipboard, Logs (Splunk).
* Giving Short-term Fixes for Cases using OTA (one-time activities).
* Helping whole team write SQL queries for Effected or Issued Cases (instances for case type).
* Worked on major problems like cover count issue.
* Understanding the business requirements and implementing the business logic by using PEGA PRPC 8.3.
* Utilized PEGA cloud APIs and services to enhance functionality and connectivity.

**Environment: PEGA 8.3, JIRA, Connectors, Services, CDH, Splunk, ServiceNow, Oracle SQL Developer.**

**Client: Centene Oct 2019 – March 2021**

**Location: Bloomfield, Connecticut**

**Role: PEGA Developer**

**Description:** Designed UI healthcare coverage and Services, in this application there are several integrations between the environment to exchange the data to RX firms.

**Responsibilities:**

* Gathering requirements from My setup application that are specific to each market.
* Involved in application design.
* Created services to update the details based on factuality and error handling for services.
* Designed UI screens for capturing necessary inputs from the user.
* Created Validation rules that ensure data integrity is maintained.
* Involved in fixing bugs at various stages of development.
* Created activities and configured the steps in activities to carry out the logic as per business requirements.
* Worked on Next Best Action Designer, Decision Data Store, Adaptive Decision Manager (ADM), Adaptive Model, Predictive Model, Text Analytics, Visual Business Director, Decision Strategy Manager (DSM), Event Strategy, and different rules of Pega CDH.
* Using data transforms, data pages and we designed our solutions that will obey PEGA guardrails all the way.
* Worked on SMA, SLA and User Interface Rules.
* Implemented PEGA application features, integrations, and workflows in the cloud environment.
* Designed and Developed the User Interface for the application by creating the sections.
* Involved in creation of Requirement Properties and Data Pages.
* Developed Report Definition and Data Transform.
* Developed When rule, Decision Table, Decision Tree, Declare Expression, Declare On change.
* Involved in creation of Validations (Validate, Edit-Validate) rules to implement business logic.
* Developed Activities and worked with Tracer for troubleshooting any issues in Activities.
* Implemented field level validations for all the fields in all pages in the application.

**Environment: PEGA 7.17, SMA, ADM, CDH, Oracle 11g**

**Client: Maantic Technologies Pvt Ltd, India Aug 2017 – Sep 2019**

**Location: Hyderabad, India**

**Role: PEGA Developer**

**Responsibilities:**

* Perform code quality checks and address performance and security issues if any.
* Manage and help team in implementing the Process Flow.
* Worked on Connect REST.
* Was leading all the offshore developmental efforts along with code reviews, deployments etc.
* Worked with business for requirements, sprint planning, go-no-go, deployments, business validations etc.
* Participated in Analysis, Model, Build, Execute, and Monitor, UAT and Production of Business Rule Engine (BRE) implementation phases using PEGA PRPC.
* Involved in setting up the out of the box automation framework for easy regression testing for PEGA unit testing.
* Implemented the application based hierarchal Class and Data structures relying on Pega practiced Guardrails.
* Defined Activities, Properties, Decision rules, Declarative rules, Validation rules, When condition, Process Flow and HTML Stream property rules.
* Worked on Integrations like SOAP, REST, FileNet, MQ
* Developed Data tables and worked with Pega database.
* Involved in monitoring AES for application health.
* Acknowledging the production alerts and analyze the issue and resolve it periodically.
* Resolving production issues day to day while supporting Workflow Application.
* Providing Production support to ensure the stability of the systems and application.
* Supporting processes such as incident management, Problem Management and logging prioritization of issues and status updates.
* Ensuring that production applications meet their established SLAs and performing root cause analysis and remediation.
* Responding to service tickets and service requests within established time-based requirements.
* Testing and debugging using PEGA tools like tracer, Log viewer, log analyzer, Live UI
* Involved on the migration and deployment of the application rules from development to QA, UAT and Production environments.

**Environment: PEGA CPM Framework 6.1 SP1, PEGA Rules Process Commander 6.1 SP2, WebSphere, Oracle 11g, LISA**

Client: Niralee Technologies Pvt Ltd April 2015 – July 2017

Location: Hyderabad, India

**Role: PEGA Developer**

**Responsibilities:**

* Created Data Transform for mapping Properties Appending pages from one Page List property to another.
* Used Correspondence rule for outgoing e-mail.
* Created System Setting with out of box function in my application.
* Created Agents for updating work object status.
* Worked on Soap Services and Soap connectors.
* Created Split Join and Split for each shape in my application.
* Daily interaction with offshore for technical and business clarifications
* Defined integration testing scenarios, specify unit testing of integration points.
* Consult and analyzed the requirement and data and recommended solutions are implemented
* Study and analyze the business process.
* Preparation of detail technical design document for the requirement to describe the user interface and the technical aspect of the project in line with Pega PRPC 6.1 SP2
* Analyzed Pega PRPC 6.1 SP2 system log files and provided the solutions.
* Fix errors and bugs that are identified in the course of testing.
* Design and estimate effort to deliver solution components.
* Designed and implemented user interfaces using Harness, Section and Process flows rules.
* Involved in requirement discussions.
* Built sections, flows, RD.
* Worked extensively on activities to implement the business logic.
* Built a reusable component for Stored Procedure integration where developers can just call the activity.
* Unit testing each and every functionality in an application
* Involved in testing and troubleshooting the issues of application using PRPC tools like Clipboard, Tracer, and PAL.
* Worked on Debugging tools Tracer, Clipboard, PAL and Rule Inspector.

**Environment: PEGA 6.1 SP2, SQL Database,**