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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.
* 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.
* 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.
* Good client interaction experience.
* 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 |
| **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**

**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 client and contribute in refine their business requirement using Pega PRPC 8.5.
* Analyze and solution the high-level functional requirement.
* Evaluate technical feasibility of client functional requirement and provide solutions using less customization approach.
* Coordinate between onshore/Offshore and different client/vendor team. Managing offshore communication with client and provided answers.
* 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.
* Correct errors by making appropriate changes and then rechecking the code to ensure that the desired results are produced.
* Analyzed Pega PRPC system log files and provided the solutions.
* Fix errors and bugs that are identified in the course of testing.
* 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.
* Checking PDC Alerts for debugging any production issues.
* Driven unit testing and unit test strategy.
* Design and estimate effort to deliver solution components.
* Individual responsibility towards a module level.
* Identified scope variance, provided technical delivery plan, reviews acceptance criteria.
* Defined integration testing scenarios specify unit testing of integration points.
* Support during deployment.
* Monitor the and provide reports on performance of Connect-SOAP and Connect-REST calls made by the application.
* Remediate and perform Data corrections on Cases that were stuck in Problem flow in Production.

**Environment: PEGA 8.5, SQL, Database**

Client: Prime therapeutics April 2021 – July 2022

Location: Minnesota

Role: Sr. PEGA Developer

**Responsibilities:**

* Gather Requirements from business.
* Analyze and solve the high-level functional requirement.
* 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.
* Analyzed Pega PRPC 8.3 system log files and provided the solutions.
* BIX Processing
* 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, Oracle Data Base**

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

**Location: Bloomfield, Connecticut**

**Role: PEGA Developer**

**Responsibilities:**

* Gathering requirements from My setup application that are specific to each market.
* Involved in application design.
* Created services to updated the details based on factuality and error handling for services.
* Designed UI screens for capturing necessary inputs from the user.
* Created Validation rules that ensures 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.
* 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, Oracle 11g**

**Client: Kalven Technologies 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,**