**Koti**

**Professional Summary:**

Certified PEGA Senior System Architect (CSSA) and System Architect (CSA) having 9+ years of experience in the IT Industry with 8 years of experience in design and development using PEGA (PRPC).

* Experience on Requirement Analysis, Implementation of projects in Agile and Waterfall Methodology.
* Experience in domains like Banking, Insurance, and Health care.
* Expertise in PRPC flows, Assignments, Utilities, Decision etc.
* Expertise in developing user interface and screen layout using Harness, Sections, JSP and HTML.
* Expertise in creating Validations, Declarative rules, SLA events and Corresponding Rules.
* Expertise in Integration Service Rest, Connect Rest services.
* Extensive debugging Skills in PRPC using Tracer, Clipboard, PAL.
* Good experience in designing the application that follows all the PEGA guardrails and PEGA best practices.
* Created Product, Patch, and Deployed into QA, UAT and PROD environments.
* Expertise to fix issues found during Unit testing and the defects found in the ST, QA and UAT testing phases.
* Worked on Production issues and bi weekly on-call support.
* Coordinated with an offshore team and assigned the work.
* Work exposure on BIX Extract rules.
* Worked in Agile Methodology.

**Education and Certifications:**

* **Masters in Computer Science from Silicon Valley University**. 2016
* **Bachelors in Computer Science from JNTU**. 2013
* PEGA Certified System Architect **(CSA - PRPC V7.2)**
* PEGA Certified Senior System Architect **(CSSA - PRPC V7.1)**

**Skills:**

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| --- | --- |
| BPM Product | Pega Rules Process Commander (PRPC v7.x/v8.x) |
| Operating Systems | Windows 2007, Windows 2010 |
| **Programming Language** | Java, J2EE |
| **Java/J2EE Technologies** | J2EE, JSP, JDBC, JMS, Web Services, |
| **RDBMS** | SQL Server, Oracle, DB2 |
| **Web Technologies** | HTML, AJAX, JavaScript, XML |
| **Web/App Servers** | Apache Tomcat, web logic, web sphere |
| **Concepts** | SDLC, exposure in Testing, exposure in Agile Methodology. |

**Experience:**

**Blueshield of California, CA Mar 2022 – Till date**

**Description:**

For every 3 months Providers and Practitioners should mandate the latest information. Providers upload the information in excel file within a certain format and Pega creates the case and processes the information and updates it in the database.

Responsibilities:

* Interact with Business people for the business requirements.
* Worked on File listeners to process the excel file.
* Worked on case management to create flows according to the process.
* Worked on Activities, Data Transforms, Flow Actions.
* Worked on Job scheduler to process the excel file records and queue them.
* Queue processor is used for case creation.
* Worked on the Report Definitions to display the information needed by users.
* Worked on Service Rest and Connect Rest to integrate with external systems.
* Worked on Data types to place the records into the data table.
* Worked on fixing the bugs raised by the QA team.
* Used some debugging tools like Tracer, Live UI Inspector, Clipboard.
* Created product file and migrated to higher versions.
* Worked on Incidents created by Business users for the production issues and bi weekly on call support.

**Environment:** Pega 8.4 v, Oracle Database, Upgraded to 8.4 to Xfinity.

**Frontier communications, Allen, TX Jan 2021 – Mar 2022**

**Description:**

Payments and Billing is part of an application where end users or Resi agents use to make payments as per plans registered. As part of this we have integrated with use Fiserv Payment system.

Responsibilities:

* Interact with Business people to gather requirements.
* Worked on Connect REST to get customer information.
* Worked on User Interface to change UI view to end customers as per requirement.
* Worked on Case Management and Flows.
* Worked on Flow actions, validation rules, Data Transforms.
* Worked on BIX Extract to send Payment details information to external applications.
* Debug using Tracer, logs files, Clipboard.
* Worked on creating product files and migrating to higher versions like Stage, QAT, PPRD environments.
* Fix bugs while unit testing, QAT testing or UAT testing.

**Environment:** Pega v8.4, Oracle Database.

**USAA Client, San Antonio, TX Sep 2018 – Dec 2020**

**Description:**

ECR is an enterprise application which handles the overall complaints registered/received for United Services Automobile Association (**USAA**), this is a work-flow based application which is used to track and provide resolutions for the complaints received through different Line of Businesses (LOB’s) for USAA.

Responsibilities:

* Interacted with Business Analyst, Manager, and DPO to understand the business requirements.
* Created flows, flow actions as per business requirement.
* Created Service Level Agreements on assignment level and work object level.
* Worked on User Interface like sections, Harness, Navigation rules.
* Worked on Declare rules like Declare Expression, Declare Trigger, Declare OnChange, and Decision Table.
* Worked on Creation of Declare Index to store data for reporting needs and DSS to dynamically pass values.
* Worked on Report Definitions based on requirements.
* Worked on Agents like Advanced agent, Standard agents as part of Pega 7.3 version.
* Worked on upgrade from 7.3 to 8.3.1.
* Worked on Job schedular and queue processor.
* Worked on BIX Extract rules to pass data to external applications for analytical reporting purposes.
* Debugged while developing using Tracer, clipboard.
* Worked on Service Rest to create work objects in an automated process.
* Worked on Connect Rest to get member related information from outside sources.
* Worked on retrofit activities to retrofit data in Prod.
* Worked on production issue and did production support.

**Environment**: PEGA could v7.3.4, PEGA cloud v8.3.1.

**BNYMellon, Pittsburgh, PA Jan 2018 – Aug 2018**

PEGA Senior System Architect

Description: Major Expenditure Approval System (MEAS) is a process to approve all proposals created by users. Approval data needs to be migrated to other applications to make granular reports for the analysis.

**Responsibilities:**

* Involved in Data migration tasks like sending the data extracts to other interfacing applications.
* Involved in creating rule set versions and ruleset migration.
* Created activity to get the data extract from the external data source.
* Created User Interface screens by using sections, layouts, harness.
* Created Flow Actions, sections, layouts, and other validation rules.
* Used tracer to debug the data transforms, activity, and flow.
* Involved in creating Operators, Workgroups, Workbaskets, Data tables.
* Used clipboard for debugging and testing.
* Created Decision rules like decision trees, decision tables to make the business artificial intelligent.

**Environment:** PEGA Rules Process commander 7.1.5, Oracle.

**Baxter, Round Lake, IL Jun 2016 -- Dec 2017**

**System Architect**

**Description:** This project is to enhance the customer experience for Baxter customers, Phase 1 of the Large Group Sales project will increase the automation level of the Client Install process which includes Quoting, Health plan updates and contract finalization, as well as begin the design of a centralized product repository for health products. The Client Install process will be streamlined to reduce hand-offs and integrated with back-end systems to increase sales coordinator efficiency and ensure data integrity.

**Responsibilities:**

* Interacted with Users, Developers, Project Manager to understand the business process, identify enhancements and gather Business Requirements.
* Responsible for creation of rule set designing, class structure and rule-resolution designing.
* Worked on various reporting rules to generate the report which provides each change made in the entire workflow.
* Prepared the User Interfaces (section, harness, and flow action), portal representation.
* Based on the access to the application implemented security rules to different users.
* Involved in creating the SLA events like completion of one assignment automatically completes other assignments.
* Implementation and integration of multiple external systems with soap connectors.
* Testing and debugging using Clipboard, Tracer and UI inspector.
* Designing the SQL connector to get data from the external database.
* Involved in creation of validation apart from Pega validation also developed java validation using function rules to implement business logic validation.

**Environment**: PEGA Rules Process commander 7.1.6, Web Sphere, SQL, Windows.

**Value Labs, Hyderabad, India June 2013s – Nov 2014
Jr. Java Developer**

**Description**: Involved in the development of an online payables system integrated with the existing payment manager solution. The online tool is accessible via the portal. Users could perform role specific functions and transactions that will be validated by the online system. Features like reporting, secure email notification, transaction acknowledgment, file uploading, etc. are part of the online system functionality

**Responsibilities:**

* Gathered, developed, and maintained various business requirements from initial phase to final implementation
* Assisted database designers by continuous involvement in transition from business data to database design.
* Designed rich user interface components in JSP technology and Client validations using JavaScript.
* Implemented Struts pagination to display search results in pages.
* Mapped Form and Action Classes in Struts-config.xml.
* Coordinating with the business and QA team.
* Represented team in UAT. Bug fixes and technical support.
* Troubleshooting & fixing defects.

**Environment:** Java, Jsp, Servlets, JDBC, Struts, Hibernate, Java Script, Tomcat, CVS, UNIX, Eclipse, XML Oracle.