 Name: Priya. B

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Professional Summary:

* Having 5 years of IT and 4 years of experience in designing and developing applications using PEGA Rules Process Commander.
* Experience in handling large programs, defining the overall implementation roadmap using iterative methodology, working in offshore - onsite model and Agile Methodology.
* Good exposure to PRPC Reporting features. Hand on experience in creating the List View and the Summary View Reports.
* Strong experience in Analyzing and tuning RDBMS.
* As a Developer, expertise in designing and implementing Enterprise class structure for the organization based on P**EGA** best practices and guardrails, which can be reusable and extendable.
* Experience in Windows, Linux Operating System.
* Hand on experience on UI Design in P**EGA** 7.1.x.
* Strong Knowledge of Service Oriented Architecture (SOA) and Application Programming Interfaces (APIs).
* Good Experience in installing the P**EGA** PRPC Runtime Environment.
* Good Experience in defining the P**EGA** security features for all level of users in the application.
* Excellent hands on experience in PRPC flow design, activities, integration connectors (connect SOAP, connect SQL), services and screen design (harness, section, flow action), Agents, GIS mapping & SLAs.
* Experience in handling web applications such as WebSphere Application server, Tomcat, JBoss.
* Hand on experience on an uplift project from P**EGA** 6.x to 7.2.x.
* Good Experience in PRPC V6.x features and Hands-on experience on PRPC construction and debugging tools such as Tracer, PLA, Clipboard, DB Trace and System Management Application (SMA).
* Analyze & bring effective solutions in reducing design level complexities in upgradation projects and interact with P**EGA** systems in tuning up the application performance for Archival processes.
* Experience in DCO tools like Application Profiler, Enterprise Application Accelerator and Application Express.
* Conduct Disaster recovery and business continuity auditing with the team to recover from a disaster.
* Good Experience in Developing Web services by using the SOAP Rules, Parse Rules, and building the XML Rules.
* Experience in application monitoring tools like PAL, AES and Windows Performance monitor
* Gathering the Requirements for the enhancements from the business, Analyzing and Providing High-Level Estimates to the Business.
* Prepared **High-level** design and **Low-level** design documents.
* Coordinate with various vendors of the client to reach the project deadlines in time.
* Responsible for Fixing the Data Fixes and the Business Support tickets on the same day itself and get the confirmation from the business.
* Interaction with the business architect and the Technical architect on daily basis to get the documents approved like High Level Design, Low Level Design and Code Review Templates etc.
* Involved in Code Reviews, Peer reviews and make sure that all the comments are closed on time.
* Well understanding of the main concepts of P**EGA** PRPC, their features and limitations.
* Responsible for periodic health checkup of the application & identifying the grey areas of performance improvement.
* Good communication, analytical and work-coordination skills.

Technical Skills:

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| --- | --- |
| BPM Tools | PRPC 6.1, 6.2, 7.1,7.1.7 |
| Frameworks | PEGA Smart Adjust Frame work and Smart Dispute Framework and Smart Investigate PEGA, CPM Framework |
| Operating Systems | Windows, Linux |
| Web Technologies | HTML, CSS, XML, Servlets, JSP, Web Services |
| Java Technologies | Java, JSP, JDBC, Java Script |
| Database | Oracle, Oracle 10g, DB2, SQL Server |
| Tools | PEGA PRPC v7.1, v6.2, v6.1, SP1 Application Server: Web Sphere, Tomcat, SQL. |

Professional Experience:

Client: State Farm Oct 2022 - Present

Location: Bloomington, IL

Role: Sr. Pega Developer

Responsibilities:

* Participated in Analysis, Build, Execute, Monitor and UAT and Production of Business Process Management (BPM) and Business Rule Engine (BRE) implementation phases using PEGA PRPC.
* Performing ongoing refactoring of code, utilizing visualization and other techniques to fast-track concepts, and delivering continuous improvement.
* Developing software utilizing PRPC for both Business Process Management and Business Rules development initiatives.
* Implemented the Agile methodology in design and the rule development phases using the PEGA Rules Process Commander.
* Writing code and unit tests, working on specs, automation, and conducting code reviews and testing.
* Implemented the design flows with initial and custom rules of BRE which are developed using Application accelerator.
* Identifying exciting opportunities for adopting new technologies to solve existing needs and predicting future challenges.
* Work in Business Intelligence Exchange (BIX) framework which extracts information from a PRPC database into formats suitable for export to a consolidated data warehouse.
* Implemented the application based hierarchal Class and Data structures relying on PEGA practiced Guardrails.
* Orchestrating PEGA activities, rule sets, web services and zip files to support PEGA BPM and BRD.
* Defined Activities, Properties, Decision rules, Declarative rules, Validation rules, When condition, Process Flow and User interfaces like Harness, Section, Fragment and HTML stream property rules.
* Worked on integration rules like Rule-Connect-SQL, Rule-Connect-SOAP to perform query operations on the external databases and consuming external web services.
* Created service rules like Service-SOAP for implementing service interfaces from external systems to PRPC.
* Experience in DCO tools like Application Profiler, Enterprise Application Accelerator and Application Express.
* Review user specifications/requirements in order to complete the technical design, technical documentation, programming, and testing of changes which have been assigned to them. Resolve complex issues and/or defects which may be reported as a result of faults in the production system.
* Expertise in troubleshooting and performance tuning of the applications using PRPC tools like Clipboard, Rules Inspector, Tracer and PAL respectively.
* Created new portals and reports according to the business requirements.
* Involved in developing middleware Integration service like Messaging queue (MQ), Java Message Service (JSM)
* Involved extensively on the migration and deployment of the application rules from development to QA, UAT and Production environments.

Environment: PRPC 7.1.7, SP1, HTML, REST, BIX, BRE, JavaScript, CRM framework, CSS, Oracle.

Client: Invacare corporation Dec 2021 – Sep 2022

Location: Elyria, OH

Role: Sr. Pega Developer

Responsibilities:

* Working with the Business users, Business Leads, and Business Analysts to define business requirements for designing, testing, and building Pega systems solutions to meet those requirements.
* Involved in development of Technical Requirements to provide end state requirements for the line of business and development team.
* Used Smart Dispute framework to reduce service costs and improve customer satisfaction.
* Involved in developing the Pega Decision management by the rules next best action, Proposition, decision strategy.
* Involved in Design of Class Structure, Properties, Flows and Activities.
* Created flows to handle Exceptions in the system.
* Implemented the Agile methodology in design and the rule development phases using the Pega Rules Process Commander.
* Defined Activities, Properties, Decision rules, Declarative rules, Validation rules, When condition, Process Flow and User interfaces like Harness, Section, Fragment and HTML stream property rules.
* Developed UI file upload process by incorporating iframes.
* Identified reporting requirements to general business functionality, non-functionality needs and required data attributes for BPM specific workflows.
* Created agent to run parallel on different nodes handling huge volumes of requests simultaneously.
* Experienced to deliver tasks in scrum methodology.
* Worked on performance tuning testing by running the PAL reports for analysis.
* Used the TRACER to examine the rules and to minimize the execution time Performance test of all activities and rules using PRPC-PAL Tool.
* Created Rules for Validation, Integration rules like Rule-RDB-SQL using methods like RDB Save, RDB Open, RDB List, Creation of Work Objects, and operator Assignment.
* Involved in optimizing and refactoring the code for better performance and ease of maintainability.
* Implemented Decision Tables, Decision Maps and Declarative expressions. Created declared pages and report definitions.
* Experience in Pega Cloud Production Services which provides various levels of backup and redundancy for customer data to ensure full recovery of environments in the event of service disruption or failure.
* Implemented SOAP, REST, Messaging Queue (MQ) web service integration.
* Creation of Declarative expressions for a value change on the properties.
* Creation of validation rules to implement business logic validation.
* Created unit test plans and test cases to test.
* Coordinate daily work with offshore delivery team.

Environment: Pega 7.1.7, v7.2, WebSphere application server, Oracle 12c, XML, HTML, JavaScript, Ruby, JSP.

Client: Rent vine Nov 2019 – Nov 2021

Location: Florida

Role: Pega Developer

Responsibilities:

* Design and development of the application based on the business requirements.
* Uplifting from PEGA 6.x to 7.1.x
* Prepared high-level design documents from the requirements.
* Implemented Data Model, Class Structure, Access Group, Process Flow, Activities and UI properties.
* Worked on integration using SOAP, HTTP and SQL to retrieve data from external data base as well as PEGA Database.
* Created Activities, Steps and methods like property set, page new, calling other activities for implementing core business logic.
* Troubleshoot and communicate with PEGA support team in order to resolve technical issues which hot fix from PEGA systems.
* Providing High Level Estimates for Business Requirements.
* Experienced in Business rules engine to separate business logic from your mission-critical applications in order to gain agility and improve operational performance.
* Created List view and summary view reports for the reporting purpose in the process commander.
* Involved in designing the Class structure and development of process flows, activities and UI.
* Used SLA'S to assign and escalate tasks based on priority.
* Involved in resolving the technical issues during the course of integration testing and User Acceptance Test (UAT).
* Used Smart Investigate framework to reduce service costs and improve customer satisfaction.
* Conduct Disaster recovery and business continuity auditing with the team to recover from a disaster.
* Worked on covers and covered object concepts to groups related to payments.
* Creation of activities and validation rules for implementing core business logic.
* Defined PRPC components like Decision tables, Decision trees, Declarative expressions, Constraints and Indexes.
* Created agents which will run in the background to generate daily, weekly and monthly reports.
* Developed Rules for validation and integration rules pertained to Rule-Connect-and Rule-Service. Integration varies from connecting to disparate systems internally and external to organization.
* Walkthrough the Design Approach to Business people.
* Involved in bug fixing activities after the initial development of the project was completed.
* Updating the Design Documents for changes in implementation.
* Involved in optimizing and refactoring the code for better performance and ease of maintainability.

Environment: PRPC 7.1.7, v6.2 SP1, HTML, SOAP, BRE, JavaScript, Smart Investigate, CSS, Oracle.

Client: Intense Technologies Limited Aug 2017 – Sep 2019

Location: Hyderabad, India

Role: Pega Developer

Responsibilities:

* Designed and implemented the Class structure/hierarchy.
* Worked on DB Mapping, Remote DB Connection and other DB related operations.
* Troubleshoot and communicate with PEGA Support team in order to resolve technical issues, which require hot fix from PEGA systems.
* Executed SQL queries to verify data integrity with Oracle backend.
* Designed, developed and deployed workflows in PRPC using MS Visio and design of flow diagrams.
* Involved in designing, building and validating User Interfaces using Sections, Harness, Controls.
* Creation of Rules for Validation, Integration rules like Rule-Connect-SQL using methods like RDB save, RDB Open, RDB list, Creation of Work Objects, assigning to Operators.
* Involved in designing the Technical Design Documents for the Workflow development process and Technical specifications with the PEGA Lead/System Architect.
* Prepared Role Based Access group for the PEGA Workflow team and provided security-based roles and privileges at operator level.
* Involved in creating cases for adding new accounts in CPM frameworks.
* Involved extensively on the migration and deployment of the application rules from Dev to QA, UAT and Production environments.
* Identified reporting requirements to general business functionality, non-functionality needs and required data attributes for a BPM specific workflow.
* Involved in designing the role based and context specific screens, dialog scripts using CPM.
* Created Activities for implementing core Business logic.
* Develop new, and rewrite current, workflow configurations in order to maximize production and operating efficiency.
* Involved in Designing High Level Class structure, Workflows and Rule sets in PEGA PRPC.
* Created the Business Process Flows and flow actions in PEGA PRPC.
* Involved in almost all the phases of the application whenever required.
* Implementation of Decision tables, Decision Maps and Declarative expressions.

Environment: PEGA PRPC V6.2, Oracle 10g, SQL and WebSphere.

Client: Audree infotech May 2015 – July 2017

Location: Hyderabad, India

Role: Java Developer

Responsibilities:

* Performed the database design, coding of the complex modules and developing the GUI.
* Collected the business requirements from the client starting from the Project Kick off meeting.
* Writing test cases and being involved in testing of the application.
* Actively participated in solving issues.
* Have regular interactions with the client and onsite coordinator related to the project.
* Developed the Review documents and other developer documents.

Environment: JDK 1.5, Struts1.3, JSP, Servlets, JavaScript, CSS, JDBC, DB2, Websphere8