Rahul. S

Contact: 775-977-0587

Mail Id: rahulreddy.sudireddy@gmail.com

**Professional Experience:**

* Around 9 years of IT experience in PEGA PRPC BPM tool, and related technologies in various domains also having Extensive knowledge in Design, Development, Migration, and Deployment of PRPC and based applications.
* Experience in troubleshooting & performance tuning of PRPC applications using Clipboard, Tracer, and Performance Analyzer (PAL).
* Created Agents and Declare Pages which are used to automate business processes.
* Designed simple and complex User Interfaces using Harness, Section, Fragment, and HTML Property rules for easy navigation, entering, updating, and reviewing for users.
* Experience in developing applications using Service Oriented Architecture (SOA) such as Web Services (SOAP) and has Exposure in PEGA CPM Framework.
* Experience with Web Scripting Languages: XML, CSS, JavaScript, and HTML.
* Experience in creating List View and Summary View custom reports for monitoring business activities.
* Expertise in developing Pega PRPC applications using Activities, Flows, Decision rules, Declarative rules, Harness, Sections, Validation rules, and Out of Box Reports.
* Implemented File Listeners, Service Packages, and Import Wizards.
* Experience in various versions of PEGA PRPC like 6.1 SP2, 6.2 SP2, 6.3, 7.1.
* Versatile in using various Smart Shapes like Assignment, Utility, Fork, Connector, Split-join, Split-For Each, Decision, Ticket, etc.
* Experience in creating Business Rule Engine, Business Process Management Application for PEGA Rules Process Commander (PRPC) and Developed High Level Class structure and Developed Workflows in PEGA PRPC.
* Experience in developing Workflow, Rule-based Business Process Management applications on Pega Rules Process Commander (PRPC).
* Created Decision rules like Decision tables, Decision tree, When Condition, Map Value, Declarative Expressions, and Constraints, etc., as per the requirements.
* Experience in designing class structure, workflows, and Rule set management in PEGA PRPC and Strong knowledge in implementing various PRPC components like Decision tables, Decision Maps, Declarative expressions, Constraints, and Indexes, etc.
* Enhanced the most complex functionalities by creating the Properties and Data models for the classes.
* Used Connectors like SOAP, SQL, Java, and service like SOAP and File Listeners to integrate PRPC with external systems.
* Excellent experience in implementing the Activities, Flow Rules, Flow Actions, Collections, Libraries, Declarative Rules, Privileges, and Service level rules.
* Experience in developing web pages using HTML, JavaScript, DHTML, and CSS.
* Testing and Debugging the Applications using the PRPC tools like Tracer, Clipboard, and Rules Inspector.
* Created Activities which contain core business logic.

**Technical Skills:**

|  |  |
| --- | --- |
| BPM Product | PEGA Rules Process Commander V7.1.6, V6.1, V6.3, V5.5, V5.4, V5.3, V5.1. |
| PRPC Skill Set | File Listener, SOAP Services, MQ Listener, SQL and SOAP Connectors, Class Design, Security and UI |
| Frameworks | Smart Dispute, Smart Investigate, Struts, spring |
| Methodologies | RUP, Waterfall, Six Sigma, CMM, SCRUM, Agile |
| Bug Tracking / Version Control | Jira, Mercury, Tortoise SVN, Clear case, HP Quality Center. |
| Modeling | Rational Rose, MS Visio, Enterprise Architect. |
| Programming Languages | C, C#, Core Java, J2EE, Web services. |
| Web Technologies | XHTML, XML, Java script, Ajax, J2EE, Adobe Flex. |
| Databases | Oracle DB2, My SQL, SQL Server. |
| Web Servers | BEA Web Logic 8.x, IBM Web Sphere 6.x, Apache Tomcat, Jboss. |
| Other Tools / Technologies | Nexus, SharePoint, Adobe Photoshop, Live cycle designer ES, Selenium HQ, Load Runner, Eclipse, QTP, MS Office Suite, MS Project, Caliber RM. |

**Professional Experience:**

Client: BNY Mellon Feb 2023 - Present

Location: Pittsburgh

Role: Sr. Pega Developer

**Responsibilities:**

* Developed SOAP Services to provide service to external systems.
* Created Draft Flows, mockup screens in PEGA for business demo and LLD documentation.
* Exposure in Configuration of Agents, JMS MDB listeners, Service and parse rules to intake data from iSeries, receive and process feedback on PPFNs received from attorneys using LPS application.
* Identified reporting requirements to general business functionality, non-functionality needs and required data attributes for BPM specific workflows.
* Created Data classes and DB tables for integrating with external systems.
* Designed PRPC flows (Rule - Obj-Flow), Assignments, Utilities, Decision, Spin-off, Split-Join shapes.
* Responsible to create e Form file, e Form map rules to generate PDF of the PPFN work object and refer the PDF to attorney.
* Worked with PEGA Systems in solving some of the OOTB issues.
* Created nightly agent for creation of operator ids in the application.
* Created the most complex functionalities by creating the Properties and Data models for the classes.
* Responsible for creation and updates of activities, flows, workbaskets to intake PPFN eligible cases, create cases and assign for BAC user review in case of exception as per business requirements.
* Developed High Level Class structure and Developed Workflows in PEGA PRPC.
* Strictly adhere to the PRPC guard rails as defined by PEGA systems Inc.
* Participated in creation of application specific Class structure and Rule set structure.
* Used Dynamic layouts, Grid layouts, enhanced UI controls, sections, skins and designed portals to display the parsed files on the dashboard.
* Involved in Creation of validation rules like property validation, object validation to implement business logic validation.
* Created Application profile and executed Application Accelerator using PEGA DCO tools and assisted in creating use cases and HLD documentation.
* Developed business rules in PPFN PEGA application to identify PPFN eligible loans using activities, decision rules.
* Prepared Role Based Access group for the PEGA Workflow team and provided security-based roles and privileges at operator level.
* Created the flows and UI - flow actions, section, harness and controls to allow BAC user to perform different tasks of including/excluding a fee on PPFN, approve or stop a PPFN, Create a manual PPFNs etc.
* Participated extensively in designing application security which involves setting up Access groups, Access Roles, Operators, Application ID, Work groups, Work basket and SLA rules.
* Created Process Flows, Activities, Decision Rules, and UI Rules.
* Utilized Harness, Sections, Layouts, Flows, Flow Actions, When rules and activities.
* Implementation of Decision tables, Decision Maps and Declarative expressions.
* Responsible for creation of rule set designing, class structure and rule-resolution designing.
* Developed application specific integration tasks to intake loan and case details for bankruptcy cases from iSeries using MQ.
* Exposure in Configuration of Agents, Service and parse rules to intake data from iSeries, receive and process feedback on PPFNs received from attorneys using LPS application.
* Extensively used PEGA Clipboard and Tracer for debugging of processes developed.
* Worked on Debugging tools Tracer, Clipboard, PAL and Rule Inspector.
* Worked on SMA, SLA and User Interface Rules.

**Environment:** P PRPC V6.2, Web Sphere, MS Visio 2007, Oracle 11g.

Client: Dynata Dec 2021 – Jan 2023

Location: Plano, Tx

Role: Sr. Pega Developer

**Responsibilities:**

* Created Class structure, Workflows and Rule sets in Pega PRPC.
* Designed stage dependencies for complex multi-level business escalation, monitoring of installments in Payment plans and write off processes.
* Created flows and agent rules to handle exceptions in the system.
* Used RDB methods to perform DB operations using SQL Server database.
* Implemented data pages to leverage latest caching mechanisms provisioned in Pega 7, optimizing application by reusing these data pages, thus reducing development time as well.
* Customized CPM flows as per the changing requirements of the customer.
* Implemented Agile / Scrum Methodology and participated in development & conversion of business requirements into PMF stories.
* Prepared Manifest document to validate production.
* Involved in debugging activities using Tracer, Clipboard and Rules inspector.
* Created nightly agent for creation of operator ids in the application.
* Designed and developed SLA's according to the business requirements.
* Used branding wizard in Pega to make changes to UI across the applications.
* Developed Decision rules and Declarative rules.
* Updated Rules, Data Instances, Defects and Hot Fixes in Rule-Tracking sheet.
* Troubleshoot and communicate with PEGA Support team in order to resolve technical issues which require hot fix from PEGA systems.
* Created Process Flows, Activities, Decision Rules, and UI Rules.
* Worked with Claims Framework and CWS, CRS.
* Created the most complex functionalities by creating the Properties and Data models for the classes.
* Prepared Role Based Access group and Control document for the Pega Workflow team.
* Implemented authentication and authorization using LDAP.
* Designed PRPC flows (Rule - Obj-Flow), Assignments, Utilities, Decision, Spin-off, Split-Join shapes.
* Modified Workflows using MS Visio in PRPC.
* Created flows and agent rules to handle exceptions in the system.
* Redesigning the Business Flows to fit Pega tool.
* Unit testing of Developed Applications and solved tickets in UAT and SIT environments.
* Prepared Role Based Access group and Control document for the Pega Workflow team.
* Involved in implementing authentication and authorization using LDAP.
* Designed and implemented portals using dynamic containers to support multithreaded tabs like CPM, enabling CSR’s to work on multiple accounts at the same time.
* Flattened PRPC data model to support the object mapping to the ETL schema, so as to avoid use of BIX.
* Extensively worked on Obj-Validation and Edit-Validation.
* Coordinated in the SOAP service for the service Request and WSDL deployment.
* Mentored the teams that are working offshore by providing business insight and resolved functional and technical queries raised by the team.
* Implemented Agile / Scrum Methodology and participated in development & conversion of business requirements into PMF stories.
* Created Draft Flows, mockup screens in Pega for business demo and LLD documentation.
* Extensively used Pega Clipboard and Tracer for debugging of processes developed.
* Supported class structure to be leveraged for multiple business processes within org with the help of simplified framework layer and associated rulesets.
* Used Tracer, Clipboard, Performance Tool, System Management application, and the log files for debugging.
* Developed business rules in PPFN Pega application to identify PPFN eligible loans using activities, decision rules.
* Involved in Creation of validation rules like property validation, object validation to implement business logic validation.
* Designed and implemented user interfaces using Sections, Harness and HTML stream rules.
* Implemented Decision tables, Decision Maps and Declarative expressions.
* Participated extensively in designing application security which involves setting up Access groups, Access Roles, Operators, Application ID, Work groups, Work basket and SLA rules.
* Created Application profile and executed Application Accelerator using Pega DCO tools and assisted in creating use cases and HLD documentation.
* Created the flows and UI - flow actions, section, harness and controls to allow BAC user to perform different tasks of including/excluding a fee on PPFN, approve or stop a PPFN, Create a manual PPFNs etc.
* Developed High Level Class structure and Developed Workflows in PEGA PRPC.

**Environment**: PEGA PRPC 6.3v/7.1v, JAVA, SQL, HTML, SQL Developer, Oracle, IBM Web sphere, QC, JAVA, Windows 7, MS Visio.

Client: Byte Craft Solutions Oct 2019 – Nov 2021

Location: Austin, Texas

Role: Pega Developer

**Responsibilities:**

* Implemented routing concept to transfer work objects from one operator to another operator or a group of operators.
* Involved in design and development of HTTP-Connectors for calling eligibility services.
* Created Activities and steps for implementing Core Business Logic.
* Involved in creation of BIX rules to serve the business needs.
* Involved in design and development of File Listener to capture industry occupation information provided by the Business.
* Installed PEGA HFIX's in various environments.
* Created Gadget and HTML Fragment rules for custom portals.
* Involved in design and development of Agents for held cases and process flows.
* Involved in design and development of Data Model, Complex Process flows, Activities, Functions and User Interface (UI) Rules.
* Designed custom User and Manager Portals.
* Design & Development of the Business Process Management (BPM) components which includes PRPC Flows, Business Rules for application flow.
* Created the flows and UI - flow actions, section, harness and controls to allow BAC user to perform different tasks of including/excluding a fee on PPFN, approve or stop a PPFN, Create a manual PPFNs etc.
* Involved in design and development of Declare Pages for managing system settings.
* Involved in creation of Flows, Activities, Decision rules, Parse rules, Connect File and System setting rules.
* Involved in design and development of SOAP-Service and provided WSDLs to consumers.
* Involved in developing Business Process models in RUP.
* Designed and development of Harness rules, Section rules and Layouts.
* Created rules for Validation, Integration rules like Rule-Connect-SQL using methods like RDB save, RDB Open, RDB list and SLA rules to assignments & work objects for time-constrained processing of assignments and work objects.
* Got the XSD/DTD representing the legacy data in XML format and used ‘Connector and Metadata Accelerator’ wizard in PRPC to create classes and properties and a starter Parse XML rules corresponding to the XML definition.
* Worked with DBA on improving the response times of the various queries, and the overall performance of the system.
* Worked with Declare Indexes, Agents and Listeners.
* PRPC Build Deployment using Tomcat on MS SQL server and Oracle Servers.
* Used Tracer, Clipboard, Performance Tool, System Management application, and the log files for debugging.
* Implemented components of PRPC like Declarative expressions, Decision Maps, Decision Tables, and Constraints.
* Worked with Claims Framework and CWS, CRS.
* Created the most complex functionalities by creating the Properties and Data models for the classes.
* Worked with Xml Parse and Steam Rules.
* Involved in creation of BIX rules to serve the business needs.
* Design and development of Report Rules, Technical Rules and Security Rules.
* Created the flows and UI - flow actions, section, harness and controls to allow BAC user to perform different tasks of including/excluding a fee on PPFN, approve or stop a PPFN, Create a manual PPFNs etc.
* Created rules for Validation, Integration rules like Rule-Connect-SQL using methods like RDB save, RDB Open, RDB list and SLA rules to assignments & work objects for time-constrained processing of assignments and work objects.
* Involved in design and development of Data Model, Complex Process flows, Activities, Functions and User Interface (UI) Rules.

**Environment:** Pega PRPCV6.1, Jira, Oracle, IBM WebSphere, Windows 7, Toad JAVA, MS Visio, SQL, HTML, CSS, XML.

Client: Tech Nest Solutions July 2016 – Sep 2019

Location: Bengaluru, Karnataka

Role: Pega Developer

**Responsibilities:**

* Involved in integrating the CPMHC with other PRPC applications.
* Involved in Creation of validation rules to implement business logic validation.
* Involved in attaching SLA in assignments and created SLA activity depending upon the requirement of the project and End to end Integration testing of the application.
* Involved in Creation of validation rules to implement business logic validation.
* Involved in the rule’s management and associated tools such as export & import tools (Rule set and Rule set Version).
* Interacted with Users, Developers, Project Manager to understand the business process, identify enhancements and gather Business Requirements.
* Creation of Declarative expressions for a value change on the properties.
* Responsible for creation of rule set designing, class structure and rule-resolution designing.
* Involved and working with Claims Framework and CWS, CRS.
* Involved in PRPC flow diagrams using Visio, interpretation of complex flow shapes for business scenarios.
* Involved in testing and troubleshooting the issues of application using PRPC tools like Rules Inspector, Clipboard, and Tracer.
* Developed the PRPC rules engine with CPM framework.
* Creation of Declarative expressions for a value change on the properties.
* Involved in Creation of validation rules to implement business logic validation.
* Involved in the rule’s management and associated tools such as export & import tools (Rule set and Rule set Version).
* Involved in the rule’s management and associated tools such as export & import tools (Rule set and Rule set Version).
* Involved in integrating the CPMHC with other PRPC applications.
* Prepared the User Interfaces (section, harness, and flow action), portal representation.
* Prepared the User Interfaces (section, harness, and flow action), portal representation.
* Designed the SQL connector to get data from the external database.
* Prepared the User Interfaces (section, harness, and flow action), portal representation.
* Creation of Declarative expressions for a value change on the properties.
* Involved in testing and troubleshooting the issues of application using PRPC tools like Rules Inspector, Clipboard, and Tracer.
* Involved in PRPC flow diagrams using Visio, interpretation of complex flow shapes for business scenarios.
* Responsible for creation of rule set designing, class structure and rule-resolution designing.
* Involved and working with Claims Framework and CWS, CRS.
* Involved in integrating the CPMHC with other PRPC applications.
* Involved in testing and troubleshooting the issues of application using PRPC tools like Rules Inspector, Clipboard, and Tracer.
* Developed the PRPC rules engine with CPM framework.
* Involved and working with Claims Framework and CWS, CRS.
* Involved in Creation of validation rules to implement business logic validation.
* Involved in the rule’s management and associated tools such as export & import tools (Rule set and Rule set Version).
* Involved in attaching SLA in assignments and created SLA activity depending upon the requirement of the project and End to end Integration testing of the application.
* Created product rules and migrated zip files from development to QA, UAT & monitored Performance when regularly.

**Environment:** PEGA PRPC V5.4, V6.1 SP1, CPM Framework, Web Sphere, MS Visio 2007, DB2.

Client: YABX Technologies April 2015 – June 2016

Location: Hyderabad, Telangana

Role: Pega Developer

**Responsibilities:**

* Designed and developed complex user interfaces using Sections, Harness and HTML stream rules.
* Worked on DB mapping, remote db. connection, and other DB related operations.
* Involved in creating integration rules like Rule-Connect-SQL using methods like RDB Save, RDB Open like fetching the data required and updating customer information.
* Designed Class Structures, Workflows and Rule sets for case creation, case assignment and case resolve.
* Involved in supporting the whole RPM application from front-end to back-end using PEGA 5.5 and oracle PL/SQL.
* Reporting the project status to the client in a timely manner.
* Application Maintenance and Production support.
* Enhancement of the existing application.
* Creation of activities for implementing core business logic.
* Designed and implemented the User interface for the application by creating the harness and section rules.
* Involved in Bug Fixing Activities with Lead and System Architects for Harness, Declare Expressions and When Rules. Developed all the business rules for the Pega implementation.
* Designed and documented database models, using Erwin modeling tools.
* Created Decision Rules and Declarative Expressions as per the requirements. Worked on the UI components, Class Hierarchy, Declare Expressions, and Decision Rules.
* Implementation of Decision tables, Decision Maps and Declarative expressions.
* Prepared the Functional Specification and the Technical Specification Document.
* Created UNIX shell-based driver scripts for complete automation of the end-to-end process.
* Developed Stored Procedures, Triggers, and Functions using Oracle databases using Oracle PL/SQL.
* Involved in creating integration rules like Rule-Connect-SQL using methods like RDB Save, RDB Open like fetching the data required and updating customer information.
* Query Tuning, optimization, and performance tuning for optimum reporting performance capabilities.
* Shared technical knowledge with the team and contributed to their deliveries.

**Environment:** Pega PRPC5.5, Pl/SQL, SQL, UNIX scripting, XML, SOAP, Web Services, Dot. Net and XSD.