

## **Objective:**

To lead a challenging career in software development where there is a personal growth and development, and to be in a responsible position where I can noticeably contribute to an organization's growth and success , whereby my skills and knowledge can be put in the best.

## **Professional Summary:**

- Having 5+ years of professional experience in software development using Java, PEGA PRPC.
- Having 4+ years of experience in developing and administration applications using PEGA PRPC 6.1, 7.1 and 7.3.1.
- Having experience in Jenkins and Pega7.3.1 API to automate build and deploy process
- Experience in FSIF,SDA,SDI,CPM, KYC (Know your Customer), CoB (Client on-Boarding) frameworks.
- Extensive knowledge in build and deploy process using Jenkins/fusions.
- Good exposer in WebSphere and WebLogic (11g & 12c) application servers.
- Involved in production, testing deployments through deploy scripts and rule only push.
- Good exposure on Banking, Insurance and Health care domains.
- Ability to work in teams or independently as required.
- Good at interpersonal and communication skills
- Motivated and focused independently with strong problem solving and analytical skills.
- Working knowledge in UNIX box.
- Experience in Splunk tool to verify logs
- Experience in configuring SMA, Lucene Search and temp folders in PRPC
- Involved in Pega7 migration, issues and raised more SR to Pegasystems to get HF for issues.
- Extensive knowledge in writing SQL queries.
- Good exposer in Agile/Scrum methodologies.

## **Project Worked on:**

### **Project-1**

Client: XYZ

## **Role Played: PEGA Administrator**

### **Roles & Responsibilities:**

- Migration of the existing application from Pega 5.5 to Pega 7.
- Worked on Integration services.
- Attending client calls and defining business rules and methods.
- Working with Test team on defining scope of a release.
- Handling critical situations to control the business by reducing the threshold time.
- Collaborated with clients and multiple teams to troubleshoot and resolve system issues.
- Led all assigned projects to completion ensuring timely delivery, meeting of budgetary targets and business goals.
- Provided technical leadership to application teams on multiple applications.
- Assisted in PRPC applications ruleset Migration from PegaRULES 5.5 to PegaRULES 7.1 and PegaRULES 7.2 for 15 PEGA applications.
- Supported process development and team maintenance activities, and development and implementation of system updates.
- Assisted in designing and screening applications, and conducting system performance analysis.
- Worked with clients on AUDIT processes and provided accurate analysis of reports.
- Provided technical support to integrate Hot Fixes, JDBC connection creation.
- Monitoring and maintenance of Development, Test and Production Servers.
- Worked on Application Security Management on providing access to users on different Pega Applications.
- Performed log analysis to troubleshoot issues in applications.
- Advising customers on the procedures to implement new changes to different applications.
- Designated SME for application(s) within a tower/portfolio.
- Monitor Queues and work on Tickets, Analyze and resolve the incident.
- Drive problem management, which includes updating known error database (KEDB).
- We as three members team of Pega-Admin, support 17 PRPC applications globally at Baxter Healthcare Inc

## **Role Played: System Administrator**

Have experiences on Linux/Unix server Administrative tasks.

**Roles & Responsibilities:**

- Server Maintenance tasks like monitoring servers, regular disk space check and clean them when required.
- Restarting services using shell scripting and Clean server cache.
- Log analysis for various application instances.
- Rolling out logs as required.
- Password change on the configuration folder.
- Building Pega/webapplication instances on the server.
- Automating the shell script to be running using crontab wherever required.

**Project-2**

**Client** : xyz

**Title:** xyz

**Description:**

xyz bank has undertaken an initiative geared toward redesigning its Client Lifecycle protocol for the Investment Banking Division. The goal of this initiative is to strengthen the client management process by leveraging more streamlined and effective set of tools.

The initiative will:

- Automating processes, reduce complexity, improve controls and standardize data
- Leading to reduced costs, improved client and colleague experience, and revenue
- Strengthening our ability to achieve all new regulatory requirements and deploy
- Cleaning, standardizing and centralizing client data across disparate systems

**Responsibilities:**

- Attending daily scrum calls and reporting status.
- Involved in HLD and LLDs.

- Worked with the line of business to evolve existing production process to comply with new government and corporate regulations.
- Worked in the Design and Development of Data Model, Process Flow, Activities, and UI Properties.
- Wrote SLAs and Activities to show the assignment on the exception case to resolve the case.
- Involved in Bug Fixing Activities with Lead and System Architects for Harness, Declare Expressions and When Rules.
- Implementation of Decision tables, Decision Maps and Declarative Expressions.
- Developed SOAP service to provide service to external systems.
- Developed connect SQL and email listeners.
- Developed Pega Detailed and Overall Summary Reports.
- Build User interface such as Portal, Harness and Gadgets for the following Reports.
- Performed peer code reviews and followed Pega Guardrails.
- Involved extensively on the migration and deployment of the application rules from Dev to QA, UAT and Production environments.
- Interaction with Business Analysts to understand the business needs and requirements
- Worked on creating Data table and SQL tables.
- Involved in Agents and SLAs.
- Involved in creating design documents.

### **Project-3**

**Client :** xyz

**Project:** xyz

**Description:** Client has embarked on a Claim Transformation Initiative. This initiative intends to establish a Global Claims Platform which can be continuously enhanced to handle new Lines of Business and Geographies in turn resulting in consistent claim handling across all lines of businesses and geographies, improved customer experience and improved operational efficiency.

#### **Responsibilities:**

- Involved in entire SDLC phases of the project.
- Used CPM framework in customer process model.

- Implementation of PRPC components like Decision tables, Decision Maps, Declarative expressions, Constraints and Indexes etc.
- Created Declarative rules, flows, action flows, validation rules.
- Used RDB Method to created Database Connection and Created Web services using Connect SQL.
- Modified out of box reports and created new reports using List view and Summary view rules
- Created activities depend on business rules.
- Involved in defect fix.