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Professional Summary

- Professional graduate with approx. 6 plus years total experience where approx. 5 plus years of experience in development/support using Pega PRPC and 1 years in JAVA/J2EE
- Pega Lead Architect, worked with 5.X to 7.X versions
- Good knowledge of Java and J2EE.
- Worked with Clients
- Handling of changing priorities and challenging deliverables
- Mentoring co-workers and supporting users
- Strong problem resolution, interpersonal communication skills and highly motivated Team Member capable of working independently or Leading a Team in a disciplined, creative and results oriented work style.

Skills Profile

Technical

| | |
|-------------------------|--|
| BPM Tools | Pega PRPC V5.5/6.1/6.2/6.3/7.1.X |
| Operating System | Windows XP, 95/98/NT/2000/2007 |
| Environment | Web based and Client server |
| Database | Oracle 10g, MySQL, HSQLDB |
| Server | Tomcat, Jetty, Web logic |
| Languages | Java, J2EE |
| IDE | Eclipse, My Eclipse, RAD, IntelliJIDEA |
| Java Frameworks | Appfuse, Grails, Struts, Spring, Hibernate |

Technical Expertise in Pega

| | |
|--------------------|---|
| DCO | Good Knowledge of DCO. |
| Integration | Good knowledge of Integration. Reals experience in SOAP, HTTP, REST, JMS, EMAIL, FILE, SQL. |

Performance

Good knowledge of performance tuning.

Project Details**Project Name - XYZ****[May 08 - #]****Client -XYZ****Company - XYZ**

Payment Security Reports were created a number of years ago to assist in the detection of potentially erroneous or fraudulent payments. Each of the security reports is designed to identify inaccurate payments and fraud.

In order to address these deficiencies and improve the monitoring of key controls, AIG's Operations and Strategy (O&S) group initiated a project to perform a complete review of the existing processes and provide recommendations on a new "to-be" process based on an electronic reporting solution. As part of this project, the O&S team conducted a series of meetings with representatives from all lines of business and IAD to arrive at a common methodology for performing the review, metrics to monitor performance and also an oversight review process. The "to be" process also addresses the SADs previously listed.

Position: Pega Developer**Responsibilities:**

- Business Requirement Analysis
- Revise the Requirement Specifications with the users for better customer service and feasibility.
- Extracting the business rules from the analysis done.
- Reviewing FSD with the information obtained from business owners
- Preparation of the DDD
- Involved in GUI, validations, Connect-SQL rule, List Views, Flows, Activities etc using PRPC
- Involved in integrating with web services for business processing
- Development of Modules
- Involved in creating database views and SPS, and testing them
- Debugging the Components using PRPC Tracer, whenever problem in code occurs
- Design and tracking the changes of the Components and check for Error free code migration across various instances throughout the project
- Code Review and testing of the application.
- Preparing Test Case documents

Environment:

PRPC V5.3, DB2 in windows XP

Project Name - XYZ

[Jan 09 - #]

Client - XYZ

Company - XYZ

Global Claims Initiative launched a global claims transformation program in 2008 with a multitude of business objectives. This program currently encompasses multiple initiatives such as:

- Improving claims segmentation and creating high-frequency/low-complexity claims handling capability (HF/LC Project)
- Enhancing IT capabilities to enable claims process re-engineering (IT Project)
- Building regional and in-country claims centers in appropriate low cost locations to capture economies of scale (RCC Project)
- The transformation also includes other initiatives, such as establishing core claims handling best practices, ensuring disciplined management of TPAs, and improving multinational claims handling capabilities.

Global IT Strategy is currently defining target architecture for a global claims platform and an implementation plan aligned with the different in-flight initiatives of different countries / regions.

Towards the current initiative PLCS - Personal Lines Claims Systems operating in US and AEGIS (Adjuster/Examiner General Information System) operating in UK are taken into consideration to develop a Business prototype for the Global Claims Initiative - UK

Position: **Pega Developer**

Responsibilities:

- Business Requirement Analysis
- Revise the Requirement Specifications with the users for better customer service and feasibility.
- Extracting the business rules from the analysis done.
- Involved in GUI, validations, Flows, Class Hierarchy, Activities, Decision rules etc using PRPC
- Development of Business Prototype Modules.
- Attending Status calls every week for updating the Onsite counterpart and client about the status of development and

testing

- Debugging the Components using PRPC Tracer, whenever problem in code occurs

Environment:

PRPC V5.4, DB2 in windows X

Project Name: XYZ

[April 09 - #]

Product: XYZ

Company - XYZ

The proof of technology is planned to be carried out in Iterative fashion. The objective of the first Iteration ("Iteration 1") is to validate the interoperability of the proposed tool stack in the proposed deployment environment. The Iteration 1 will be followed by further iterations to consider items that have been excluded from Iteration 1. The scope of the development is listed below:

- The functional scope for the POT Iteration 1 will include "User Login", "Create Claim", "Assign Claim to Adjuster" and handle FLIC Claims(via a feed) use cases in the Auto Line of Business for United Kingdom (UK-English)
- CASL would not be used for authentication and authorization of users for the POT Iteration 1.
- POT development environment will be Solaris and deployment environment will be z/OS.
- A PEGA PRPC instance for User Interface and Workflow Management will be created.
- A PEGA PRPC instance for Business Rule Engine (BRE) services will be created.
- A transaction involving more than one service invocation will be choreographed using a short running Business Process Execution Language (BPEL). WebSphere Process Server (WPS) will be the BPEL runtime.
- All service invocations (both synchronous and asynchronous) need to pass through the Enterprise Service Bus (ESB).
- ANSI SQL based DB2 Stored Procedures will perform CRUD operations. All business validations and business logic needs to be kept outside of the Stored Procedures.
- AEGIS (World Source in US) database will be used to read the policy information.
- Delegated (In Country) services will be built and

deployed in US for the purposes of the POT Iteration 1.

Position: Pega Developer

Responsibilities:

- Preparation of the DDD
- Involved in GUI, validations, Flows, Class Hierarchy, importing WSDL, Integration, Activities, Decision rules, and Connect-SQL rules using PRPC
- Involved in integrating with web services for business processing
- Development of Modules
- Attending Status calls every week for updating the Onsite counterpart and client about the status of development and testing
- Debugging the Components using PRPC Tracer, whenever problem in code occurs
- Design and tracking the changes of the Components and check for Error free code migration across various instances throughout the project
- Preparing Test Case documents
- Take part in Quality Control tasks such as Defect Prevention meetings, doing causal analysis on the defects, IQA, EQA and bring about thorough Checklists for various tasks.
- Code Review and testing of the application.

Environment:

PRPC V5.5, Insurance Industry Framework, Customer Process Manager for Insurance Framework, Claim Servicing Backbone framework in Window XP

Project Name - XYZ

[Sep 09 - #]

Client - XYZ

Company - XYZ

The key objectives defined for Proof Of Technology iteration-2 are:

- Performance Testing: Measure performance by conducting GPA test on
 - PoT-1 code base with all system components except PEGA on z10 and PEGA on Solaris.
 - POT-2 code base with all system components on z10.
- Basic Monitoring: Enhance OneClaim PoT-1 system with

basic monitoring functions and validate

- PEGA out of the box BAM capabilities to measure business KPIs.
- ITCAM product family to monitor/forecast system health and troubleshoot system issues.
- System monitoring of Pega applications using PEGA Tool "Autonomic Environment System".
- Design Flexibility: Validate functional & technical aspects of Situational Layer cake framework by enhancing OneClaim PoT-1 system to handle.
 - New line of business - A&H for UK.
 - New Country - Japan to serve Auto LOB.
- Architecture Component Validation: Validate the system components as per the new architecture direction proposed by CHARTIS architecture team.
 - Use of PRPC Database as Transactional Data store (TDS) .
 - Single application & class structure for PEGA BRE & BPM components.
 - Use of BIX for extracting data from Pega TDS.
 - Migration to PRPC 5.5 SP1, CSB 1.5 & CPMi 2.6.
 - Delegated In-country components physically hosted on UK server.
 - Integration with Adobe & ECM applications.
 - Message Level Security for In-country components.
 - Migrate Enumeration/reference data base tables to Pega TDS.

Pega TDS Encryption of certain customer data elements in (provided that it is the direction from Data privacy guidelines).

Position: Pega Developer

Responsibilities

- Preparation of the DDD
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- Involved in integrating with web services for business processing
- Development of Modules
- Attending Status calls every week for updating the Onsite counterpart and client about the status of development and testing

- Debugging the Components using PRPC Tracer, whenever problem in code occurs
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- Code Review and testing of the application.

Environment:

PRPC V5.5, Insurance Industry Framework, Customer Process Manager for Insurance Framework, Claim ,Servicing Backbone framework in Window XP .