

# Abhishek Giri

PEGA Certified Senior System Architect

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## Personal Profile

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PEGA Developer with more than 9+ years of experience and dynamic personality with the ability to adapt to a variety of programming languages, techniques and technologies. Ability to work in a group and interact with clients, gather requirements, design and develop Systems that meet exact requirements of them.

Career, growth and learning being the utmost aim, he has been working hard & smart in whichever project assigned. He has shown improvement by achieving the next impossible thing that he thought he couldn't be able to do if it was not for the learning and growth. He has been working in this profession since 2015 however, his current team members have seen the true potential in him and believed in him.

## Core Competencies

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- PEGA Development
- PEGA Deployment manager
- Ability and desire to learn new technologies
- Teamwork
- Planning and organizing the assigned work
- Adaptability to work in high-pressure environments
- Design HDD and Root-Cause Documentation
- Issue Root-Cause analysis
- Production BUG fixing
- Work under Scrum Methodology
- Production code verification
- Provide application walkthroughs

## Tools and Technologies

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- PEGA 7.x and PEGA 8.x
- PEGA Case management
- Web Services [REST]
- SQL Developer
- Postman
- Java

## Professional Qualifications

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- PRPC v8, PEGA Certified Senior System Architect, PEGASystems Inc.
- PRPC v7.1, PEGA Certified System Architect, PEGASystems Inc.

## Educational Qualifications

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- BCA Graduate in Narula Institute of Technology (2015)

## Onsite Exposure

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- Abu Dhabi, United Arab Emirates (2021 - 2022)

## Project Responsibilities

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- Serve as senior engineer for on-site and off-shore teams.
- Analyze the customer requirements from the development perspective.
- Understand business requirements and application requirements.
- Interact with the client team members to understand the integration of the new functionality into the existing product.
- Performing several researches to identify the limitations and deficiencies of the proposed technologies, processes and methods.
- Carrying out the development tasks in PEGA PRPC 8.X BPM tool.
- Ensure that the written code meets best practices and quality standards
- Create / update web services requirements for the application.
- Derive detailed design for the new enhancement and decompose, identify reusable components on System.
- Implement the design & development unit testing and report test results.
- Create necessary architecture documents.
- Review the defect life-cycle using defect tracking tools and Provide defect resolution on a weekly basis.
- Coordinate per-production QA test execution cycles.
- Work on the stability and the quality of the application prior to the application release to production.
- Review client release notes and user guides.
- Delivering high quality deliverables to ensure delivery of solutions within the structured timeframe.

## Organizational Responsibilities

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- Collaborate with other internal teams (QA team, BA team) efficiently to analyze requirements, milestone planning and deliver solutions in quality and on-time Participated for several peer reviews
- Provide technical and functional mentorship to new team members
- Being responsible for the work undertaken.
- Focus on functionality of the system and code quality.
- Focus on the first-time-right approach and avoid defects.
- Working as a team to meet tight deadlines.
- Worked as a Lead guiding my team members and helping them technically.

## Work Experience

<b>Associate Technical Architect</b>	Tavant Technologies, India	September 2023 - Till Date
<b>Pega Senior Developer</b>	التقنيات المتقدمة لتقنية المعلومات - ATIT	March 2022 to September 2023
<b>Pega Developer</b>	Capgemini Technology Services, Dubai	December 2020 to March 2022
<b>Associate Consultant</b>	Capgemini Technology Services, India	June 2019 to November 2020
<b>Programmer Analyst</b>	Cognizant Technology Solutions, India	July 2015 to June 2019

## Project Experience

<b>Project</b>	<b>Booking.com</b>
<b>Role</b>	PEGA Senior System Architect
<b>Work Location</b>	Kolkata
<b>Duration</b>	September 2023 to Present
<b>Technology</b>	PRPC 8.4, 8.21
<b>Project Description</b>	PEGA-based insurance claim project deals with the customer and their insurance claim for the rental cars.

<b>Project</b>	<b>Ministry of Justice (Taqadhi)</b>
<b>Role</b>	PEGA Senior System Architect
<b>Work Location</b>	Saudi Arabia
<b>Duration</b>	March 2022 to September 2023
<b>Technology</b>	PRPC 8.4, Azue DevOps
<b>Project Description</b>	PEGA-based case management solution with the judicial Taqadhi core court system. It served manual notifications to different case parties at different stages of case proceedings.
<b>Project Responsibilities</b>	PEGA Senior System Architect with the following responsibilities: <ul style="list-style-type: none"><li>Carried out the development tasks in Pega PRPC 8.X BPM tool.</li><li>Review design documents with team members</li></ul>

	<ul style="list-style-type: none"> <li>• Performed development / Enhancement by understanding existing requirements.</li> <li>• Researching some feasibilities of introducing new algorithms to the application.</li> <li>• Design discussions with clients and LSA regarding new enhancements.</li> <li>• Designed and developed Utility functions.</li> <li>• Production defect analyzing and fixing.</li> </ul>
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<b>Project</b>	<b>Abu Dhabi Executive Office</b>
<b>Role</b>	PEGA Senior System Architect
<b>Work Location</b>	Abu Dhabi, United Arab Emirates
<b>Duration</b>	December 2020 - March 2022
<b>Technology</b>	PRPC 8.4, Jira
<b>Project Description</b>	ADEO application is designed for the Abu Dhabi government, which is responsible for overseeing the development and implementation of strategic initiatives and policies for the Emirate of Abu Dhabi, one of the seven emirates that make up the United Arab Emirates (UAE)
<b>Project Responsibilities</b>	PEGA Senior System Architect with the following responsibilities: <ul style="list-style-type: none"> <li>• Manage junior team members and clarify their questions.</li> <li>• Review design documents with team members</li> <li>• Performed development / Enhancement by understanding existing requirements.</li> <li>• Researching some feasibilities of introducing new algorithms to the application.</li> <li>• Design discussions with clients and LSA regarding new enhancements</li> <li>• Carried out the development tasks in Pega PRPC 8.X BPM tool.</li> </ul>

<b>Project</b>	<b>Tenaga Nasional Berhad is the largest electricity utility in Malaysia.</b>
<b>Role</b>	PEGA Senior System Architect
<b>Work Location</b>	India
<b>Duration</b>	June 2019 to November 2020
<b>Domain</b>	Energy and Power sector
<b>Technology</b>	PRPC 8.2.1, Jira
<b>Project Description</b>	Tenaga Nasional Berhad (TNB) is the largest electricity utility company in Malaysia, responsible for generating, transmitting, and distributing electricity to customers throughout the country. Pega is a software platform used by TNB to support its business operations and processes. TNB has implemented several Pega applications to manage its customer service, billing and payments, and operations.
<b>Project Responsibilities</b>	PEGA Senior System Architect with the following responsibilities: <ul style="list-style-type: none"> <li>• Manage junior team members and clarify their questions.</li> <li>• Review design documents with team members</li> <li>• Performed development / Enhancement by understanding existing requirements.</li> <li>• Carried out the development tasks in Pega PRPC 8.X BPM tool.</li> <li>• Ensured that the written code meets best practices and quality standards.</li> <li>• Decomposed, identified reusable components on the existing system.</li> <li>• Implemented the design &amp; development unit testing and reported test results.</li> <li>• Coordinated per-production QA test execution cycles for integration changes. Once the application is deployed, provide support.</li> </ul>

<b>Project</b>	<b>Royal Bank of Canada (RBC)</b>
<b>Role</b>	PEGA System Architect
<b>Work Location</b>	India
<b>Duration</b>	December 2017 to June 2019
<b>Domain</b>	Banking & Financing Sector
<b>Technology</b>	PRPC 7.2, QC (Agile-Scrum)
<b>Project Description</b>	The primary focus of the RBC application was to upgrade its 10 applications from Pega 5 & 6.2 to 7.2 version upgrade.
<b>Project Responsibilities</b>	<p>PEGA System Architect with the following responsibilities:</p> <ul style="list-style-type: none"> <li>● Performed unit testing by understanding existing requirements.</li> <li>● Working on the upgrading and optimizing the rules.</li> <li>● Carried out the development/defect fixing tasks in Pega PRPC 7.2 BPM tool.</li> <li>● Ensured that the written code meets best practices and quality standards.</li> <li>● Decomposed, identified reusable components on the existing system.</li> <li>● Implemented the design &amp; development unit testing and reported test results.</li> <li>● Coordinated per-production QA test execution cycles for integration changes.</li> <li>● Once the application is deployed, provide support</li> </ul>

<b>Project</b>	<b>CITI (STaRS)</b>
<b>Role</b>	PEGA System Architect
<b>Work Location</b>	India
<b>Duration</b>	October 2016 to December 2017
<b>Domain</b>	Banking and Financing Sector
<b>Technology</b>	PRPC 7.X, QC (Agile-Scrum)
<b>Project Description</b>	CITIBank is a global financial services institution that provides a range of banking, investment, and wealth management services to individuals, businesses, and governments. Citi Bank has implemented Pega's customer engagement and digital process automation platform to improve customer experience, streamline processes, and increase efficiency.
<b>Project Responsibilities</b>	<p>PEGA System Architect with the following responsibilities:</p> <ul style="list-style-type: none"> <li>● PEGA Web development.</li> <li>● PEGA UI upgrade.</li> <li>● Took KT sessions from the existing team members regarding the application and the flow.</li> <li>● Raised questions regarding all the scenarios possible in order to avoid any requirement gap.</li> <li>● Got assigned with the tasks on a daily basis.</li> <li>● Completed the assigned tasks within the expected goal time.</li> <li>● Got defects and fixed them asap.</li> </ul>

<b>Project</b>	<b>HealthNet</b>
<b>Role</b>	PEGA System Architect
<b>Work Location</b>	India
<b>Duration</b>	September 2015 – Oct 2016
<b>Domain</b>	Health Care
<b>Technology</b>	PRPC 6.2, QC (Agile-Scrum)
<b>Project Description</b>	Health Net is a health insurance provider in the United States that has implemented Pega's customer engagement and digital process automation platform to improve its customer experience, streamline its business processes, and increase efficiency.
<b>Project Responsibilities</b>	<p>PEGA System Architect with the following responsibilities:</p> <ul style="list-style-type: none"> <li>● Performed development / Enhancement by understanding existing requirements.</li> <li>● Carried out the development tasks in Pega PRPC 6.2 BPM tool.</li> <li>● Ensured that the written code meets best practices and quality standards.</li> <li>● Decomposed, identified reusable components on the existing system.</li> <li>● Implemented the design &amp; development unit testing and reported test results.</li> <li>● Coordinated per-production QA test execution cycles for integration changes.</li> <li>● Once the application is deployed, provide support</li> </ul>

## Declaration

I hereby certify that the above information is true and correct according to the best of my knowledge.

Abhishek Giri