

DEVA SAI KUMAR BHEESETTI

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PEGA SENIOR SYSTEM ARCHITECT — DECISIONING DEVELOPER

+1 (978) 942-1632 ◇ Lowell, MA

PROFESSIONAL SUMMARY

Certified **Pega Senior System Architect (CSSA)** and **Decision Consultant (CPDC)** with 5 years of combined professional experience, including 3+ years delivering enterprise-grade **Pega Decisioning, Marketing, and Case Management solutions** for Verizon. Led the core **Publish Module** that powers Verizon's Pega Offer Management platform—driving automation, integration, and production reliability across teams. Expert in REST/SOAP API integration, queue processors, agents, declarative rules, and system performance tuning. Recognized for resolving high-impact production outages, mentoring developers, and collaborating directly with senior architects. Combines strong technical depth with proven leadership in module ownership, cross-team coordination, and Agile delivery.

CORE COMPETENCIES

Pega Expertise: Pega 8.x/7.x, Case Management, Process Management, Decisioning Hub, Next-Best-Action, CDH, Pega Marketing, Declarative Rules, Agents, Queue Processors, Connect REST/SOAP, File Listeners, Job Schedulers, Data Pages, RuleSets, Application Packaging, Integration Designer.

Technical Skills: Java, SQL, JavaScript, ReactJS, Postman, Oracle SQL Developer, Kibana, Docker, Git.

Cloud & Tools: AWS, Azure, Jenkins, JIRA, Confluence, Splunk, DevOps Pipelines.

Soft Skills: Leadership, Mentoring, Client Communication, Agile Methodologies.

CERTIFICATIONS

Pega Certifications: Certified Pega Senior System Architect (CSSA)
Certified Pega Decision Consultant (CPDC)
Certified Pega System Architect (CSA)

Other Certifications: IBM Data Science Professional
Google IT Automation with Python Specialization
Applied AI: Building NLP Apps with Hugging Face Transformers
AWS Certified Cloud Practitioner (CLF-C02) Cert Prep

EXPERIENCE

Total Professional Experience: 5+ years (3+ years in Pega Development)

Technology Analyst – Module Lead, Pega Decisioning

Aug 2022 – Aug 2023

Infosys Ltd — Client: Verizon, Hyderabad, India

- Led the **Publish Module**, the heart of Verizon's Pega Offer Management project integrating Case Management, Process Management, Decisioning, and Marketing components.
- Designed and implemented **end-to-end REST API integrations** between a ReactJS front-end and Pega Decisioning Hub, enabling real-time creation and deployment of marketing offers.
- Architected **agent-driven automations** for offer creation, validation, and migration, ensuring data consistency and scalability across environments.
- Engineered **custom Kibana utilities** to unify OOTB and custom API logs, improving monitoring and debugging visibility across multiple services.
- Diagnosed and resolved a **critical production outage** during a version upgrade by identifying rule-class mismatches and implementing an emergency recovery fix.
- Collaborated with Verizon's senior architect to enhance design frameworks, enforce release standards, and deliver robust error-handling utilities.

- Mentored a four-member cross-functional team (Infosys + Verizon) and coordinated onshore/offshore delivery cycles.
- Promoted by two levels within two years and offered onsite opportunities twice for exceptional technical ownership, leadership, and delivery excellence.

Associate Business Analyst – Pega Developer

Aug 2020 – Aug 2022

Infosys Ltd — Client: Verizon, Hyderabad, India

- Developed and optimized **case types, decision tables, and activities** supporting the end-to-end offer lifecycle.
- Automated repetitive workflows through declarative rules, agents, and job schedulers—improving team productivity by 30%.
- Designed reusable components and utilities for REST/SOAP integrations and data synchronization with Oracle databases.
- Enhanced visibility by logging and monitoring all API traffic through **Kibana** and aligning alerts with Verizon's CDH dashboards.

Graduate Assistant – Data & Automation

May 2024 – Aug 2025

Manning School of Business, University of Massachusetts Lowell, MA

- Automated business workflows using Python, Tableau, and Google Apps Script; integrated data pipelines with LMS for grading automation.

Graduate Research Assistant – AI & Healthcare

Jan 2024 – Aug 2025

Department of Computer Science, University of Massachusetts Lowell, MA

- Conducting research on LLM-driven automation and NLP systems for healthcare analytics and decision-making.

PROJECTS

Verizon Offer Management System

Infosys — Client: Verizon

- Developed end-to-end automation in Pega Decisioning, integrating **Case, Process, and Marketing modules**.
- Implemented REST APIs connecting ReactJS UI to Pega Hub; built agent-driven offer publishing and deployment.
- Technologies: Pega Decisioning, Pega Marketing, Case Management, Oracle SQL Developer, Postman, Kibana.

Thesis Project – Multi-Label Ordinal Modeling for SDoMH Prediction

University of Massachusetts Lowell

Lowell

- Built an NLP pipeline over 2,600+ opioid-related clinical notes to infer 15 **Social Determinants of Mental Health (SDoMH)** on a 4-level scale.
- Fine-tuned **Clinical Longformer** with a **CORN ordinal head** and hybrid CEM-ORD loss, achieving **92% ± 1 accuracy** and **MAE = 0.23**.
- Integrated **active learning** and token-level **explainability** (Captum) to enhance model interpretability and calibration.

Watermark Faculty Automation – UMass Lowell

Graduate Assistant Project

- Automated AACSB form population using **Python, Selenium, and BeautifulSoup**, cutting manual entry by 70%.
- Integrated GPT-based data formatting and ChromeDriver upload pipeline for Watermark Faculty Success platform.

Hotel Management System – Academic Project

- Built a complete workflow using **Pega Case Management** and **Process Management** for hotel operations.

- Integrated PostgreSQL backend with HTML, CSS, and JavaScript-based user interface.

Vehicle Assistance System – Academic Project

- Designed a Pega-driven assistance and service request system using Case Management and Process flows.
- Implemented PostgreSQL database connectivity and front-end using HTML, CSS, and JavaScript.

EDUCATION

Master of Computer Science

Aug 2025

University of Massachusetts Lowell, MA

GPA: 3.94

Coursework: Machine Learning, NLP, Computation in Health and Medicine

LEADERSHIP & IMPACT

- Owned the central **Publish Module** impacting multiple Verizon Decisioning teams; led production recovery during critical outages.
- Mentored and coordinated across onshore/offshore teams; collaborated directly with principal architect and client managers.
- Recognized for combining deep technical expertise with leadership and delivery excellence in high-stakes environments.