

# ROBERT SMITH

## Asst. Technology Architect

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Over all 11+ years of experience in IT Industry which includes 6+ years of experience in Analysis, Design, Development, Deployment Maintaining of BPM and BRE applications using PEGA Rules Process Commander (PRPC 5.x/6.x/7.1) tool Extensive familiarity with UML (System Use case Diagrams, Activity Diagrams, Sequence Diagrams, Deployment Diagrams and Class Diagrams) Experienced in leading teams and handling multiple projects, and coordinating with onsite-offshore teams.

## EXPERIENCE

### Asst. Technology Architect

#### Infosys Limited - MAY 2015 - 2020

- Duration From June, 2015 to Current Date Description Dispute Management application used for evaluating disputes received from Credit Bureaus to Bank, work on disputes and send response back to Credit Bureaus.
- project involves processing of incoming batch files, creation of cases for each dispute transaction received and routing the case to appropriate work basket.
- Then manager assigns case to appropriate user or case worker can pull cases using GetNextWork functionality.
- Case worker works on the case, updates dispute information if dispute transaction exists and then resolves case.
- cases have 30 days SLA.
- In case if case is not resolved within 30days it will be auto resolved in favor of the customer.
- Once dispute resolved, the response will sent back Credit Bureau.

### Asst. Technology Architect

#### Delta Corporation - 2014 - 2015

- Office 365 implementation (SharePoint Online) includes Design & Solution Architecture for Identity Federation, Directory Synchronization via IBM .
- Microsoft operations management suite configuration and enable, Identify, assess and mitigate security risks to correlate breach analysis, and .
- Authored DLP policies, procedures, and forms including HIPAA related policies.
- Adobe AEM sync from Office 365 via powershell scripts and connector apis Security and compliance rules i.e IRM (Azure AD RMS) for PHI, Non PHI data .
- My team was responsible for the architecture and implementation of business solutions within Credit Suisse.

- Responsible for setting the direction of overall corporate IT Technology Strategy for business domains.
- We implemented and supported the following Created and owned the enterprise architecture frameworks, blueprints and greenprints in line with SOA .

## EDUCATION

- Bachelor of Engineering in Electronics and Communications - (Madras University - Chennai, Tamil Nadu)

## SKILLS

Pega PRPC, Oracle 10G, Db2, SQL, .NET, Agile, Web Services.