

JAGADESHWARAN K

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Summary

Certified Pega System Architect and Senior System Architect with 2 years of experience in Pega development. Skilled in Agile methodologies, Object-Oriented programming, and microservices architecture. Proficient in designing and implementing large-scale distributed systems, integrating REST APIs, and optimizing data management with Data Transforms and Data Pages. Strong in problem-solving, with a focus on overcoming complex challenges. Experienced in collaboration with cross-functional teams to deliver high-quality software solutions. Passionate about leveraging emerging technologies to drive outstanding customer outcomes.

Work Experience

Programmer

Jun 2022 - Jun 2024

Cognizant Technology Solutions, Chennai

- Designed and implemented end-to-end case life cycles for Facility Management, Insurance, and Banking Applications using the Pega Platform, applying object-oriented programming principles and design patterns to ensure scalable and maintainable solutions.
- Integrated REST APIs and services through REST connectors, efficiently managing customer records by configuring connectors, endpoint URLs, and Data Transforms.
- Improved data handling by implementing Data Transforms and Data Pages, streamlining operations and enhancing data accuracy.
- Created and managed Service-Level Agreements (SLAs) with escalation protocols, ensuring timely task completion and improving overall process reliability.
- Developed Business Process Flows, Flow Actions, and UI components using CSS, HTML, and JavaScript, enhancing user interface consistency and improving user experience.
- Defined and managed Access Controls, including Access Groups, Roles, and Privileges, ensuring secure and compliant application access.
- Optimized application performance using Pega activities, declarative rules, and decisioning rules, resulting in streamlined operations and improved system response times.
- Configured and maintained Report Definitions to meet business reporting requirements, providing critical data insights to key stakeholders.

- Utilized debugging tools such as Tracer, Live UI, and Clipboard for effective issue resolution and ensuring smooth application operation.
- Configured Connect SQL, Connect SOAP, and Connect REST for seamless data integration with external systems, leveraging expertise in SQL and Oracle databases to ensure data integrity and interoperability
- Enhanced user experience through effective data management and decisioning workflows.

Technical Skills

- **Pega Platform:** Pega 8.7, 8.8, Pega BPM, Case Management
- **Programming Languages:** Java, JavaScript, PHP, Python
- **Integration Technologies:** REST, SOAP, Connectors, API integration
- **Web Technologies:** HTML, CSS, XML
- **Databases:** SQL, Oracle, DBMS, MongoDB
- **Methodologies:** Agile
- **Version Control:** Git
- **Tools:** MS Office (Excel, Word, PowerPoint), Pega Tools (Tracer, Live UI, Clipboard)
- **Operating Systems:** Windows 10, 11, Linux
- **Domain Experience:** Insurance.
- **Concepts:** Object-Oriented Programming (OOP), SLA Management

Education

Bachelor of Science in Computer Science (8.02)

Jun 2019 - May 2022

Kalasalingam Academy of Research and Education, Krishnankovil.

Certifications

- **Pega Certified System Architect** - Pegasystems
- **Pega Certified Senior System Architect** - Pegasystems
- **The Fundamentals of Digital Marketing** - Google Digital Garage
- **Data Analytics and Visualization** - Forage
- **Generative AI Fundamentals** - Cognizant
- **SQL for Beginners** - Udemy
- **Agile methodology and jira software tool** – Kare