**Anne Lokesh Mahajan |Pega Lead Engineer | Finance Domain Expert**

**10+ Years of Experience** | [annelokesh3011@gmail.com](mailto:annelokesh3011@gmail.com) **| (925) 315-2646**

A Pega Lead Engineer with 9+ years of expertise in financial services, specializing in payment investigations, compliance workflows, and transaction automation. Led the design and implementation of ISO messaging standards, replacing legacy SWIFT MT formats, and driving operational efficiency in financial institutions. Adept at solving complex problems by architecting scalable, high-performance Pega PRPC solutions, integrating with external systems, and optimizing workflows for seamless financial transaction processing.

**Key Skills**

* **Proven Expertise in Pega PRPC**: **10**+ years of experience in **Pega PRPC BPM** across **Healthcare, Banking, and Insurance** domains, working with **versions 7.2.2, 8.4, and 8.6**.
* **Financial Domain Leadership**: Led the **design and implementation** of new **ISO message formats** to replace **SWIFT MT message formats**, enhancing global financial transaction processing.
* **Full Pega Implementation Lifecycle**: Skilled in **business process modeling, development, testing, debugging** (Clipboard, Tracer, SMA), **performance analysis** (PAL), and ensuring **Guardrails Compliance** using Preflight tools.
* **Advanced Pega Development**: Expertise in developing applications using **Activities, Flows, Decision Rules, Declarative Rules, Harness, Sections, Validation Rules, and Out-of-the-Box Rules**.
* **Workflow & Rule-Based BPM Solutions**: Extensive experience in building **workflow-driven, rule-based business process applications** using **Pega Rules Process Commander (PRPC)**.
* **Architectural & Design Excellence**: Designed **PRPC flows** (Rule-Obj-Flow), including **Assignments, Utilities, Decisioning, Spin-off, and Split-Join shapes** to optimize process execution.
* **Seamless Integration Capabilities**: Strong expertise in **integrating Pega PRPC** with external systems using **REST, SOAP, Ansible connectors, and File Listeners**.
* **Code Quality & Compliance**: Active in **peer programming, code reviews, and ensuring adherence to Pega Guardrails** for scalable and maintainable solutions.
* **Production & Release Management**: Hands-on experience in **production releases, inflight changes, hotfixes, RCA documentation, war-room coordination, and post-production support**.
* **Performance & Debugging Mastery**: In-depth understanding of **PAL, Log-Files, Clipboard, and Tracer tools** for identifying and resolving performance bottlenecks.

**Certifications**

* Pega Systems PRPC Certified System Architect (CSA)
* Pega Systems PRPC Certified Senior System Architect (CSSA)
* Pega Systems PRPC Lead System Architect (LSA) Part 1

**Technical Skills**

* **BPM Tools:** Pega Rules Process Commander (PRPC 7.x, 8.x)
* **PRPC Frameworks:** Smart Investigation (SI), Know Your Customer (KYC)
* **Web Technologies:** HTML, XML, CSS, JavaScript
* **Web Servers:** Apache Tomcat, IBM WebSphere
* **Databases:** Oracle, Microsoft SQL Server
* **Development & Testing Tools:** SQL Developer, TOAD, Insomnia, Postman

**Bank of America**

**Lead Engineer, Global Investigations (GIN),** **Enhancing Payment Investigations & Resolution Jan'23 - Present**

**Description** GIN (Global Investigations) is a **payment investigation system** that processes **domestic and international transactions**, ensuring accuracy and compliance. It **automatically receives ISO messages** from the external system **GPO**, creates investigation cases, and routes them to **region-specific workbaskets** for resolution. During the investigation, GIN facilitates **structured analysis, validation, and compliance checks**, reducing manual effort and improving efficiency. It also generates **outbound communications** to update stakeholders on case status, ensuring **seamless tracking and resolution of financial transactions**.

**Responsibilities**

* **Led a 10-member team**, overseeing project execution, mentoring developers, and ensuring adherence to Pega best practices.
* **Designed and implemented new ISO message formats**, replacing legacy SWIFT MT formats for efficient case processing in financial transactions.
* **Established Agile development workflows**, conducting code reviews and guiding the team to follow best practices in Pega’s latest versions.
* **Developed and optimized integration rules (Connect-REST & REST-Service)** to enable seamless ISO functionality within Pega applications.
* **Performed root cause analysis for production issues**, debugging errors using log files, Tracer, and PAL to ensure smooth system performance.
* **Collaborated with Pega Support**, raising Service Requests (SRs), applying Hotfixes, and ensuring system stability through timely resolutions.

**Legato**

**Lead Engineer, SPS – Strategic Provider Solution for a centralized Provider Data Management July’21 - Jan'23**

**Description** SPS is designed to **revolutionize provider data management** for Anthem by consolidating **nine disparate systems into a single, unified platform**. This transformation enhances **data accuracy, streamlines provider interactions**, and ensures consistency across all processes. By centralizing provider data, SPS enables **efficient investigation, validation, and real-time updates**, reducing redundancy and administrative overhead. Once fully implemented, it will establish a **scalable and standardized system**, driving operational efficiency and compliance.

**Responsibilities**

* **Collaborated with Client-Side Business Analysts** to gather and analyze business requirements, translating them into feasible solutions and preparing comprehensive design documents.
* **Led a team of six developers**, ensuring timely completion of user stories and smooth production releases.
* **Designed and modified workflows**, including flows, flow actions, and validation rules, while customizing UI components such as sections to meet business needs.
* **Developed data-driven solutions**, creating **Data Pages, Report Definitions, and Data Tables** to enhance system efficiency and performance.
* **Integrated Pega with core services** by developing **REST Connectors** for seamless data exchange between systems.
* **Implemented custom routing logic** using Data Tables, optimizing case assignments and improving process automation.

**SCHRODERS**

**Senior Engineer, SCHRODERS - Case management Dec’19 - Jun’21**

**Description** The **CLM (Client Lifecycle Management)** and **KYC (Know Your Customer)** onboarding frameworks were used to implement future financial term schemas, and user stories were created for each sprint in the schedule. This is an internal application developed for Schroders, primarily focused on managing the data of onboarded clients.

**Responsibilities**

* **Collaborated** with **Business Analysts** and the **Team Lead** to gain a thorough understanding of business processes and implement **business requirements**.
* **Developed** and **optimized** Pega workflows by designing and implementing **flows**, **flow actions**, and **validation rules**. Customized and enhanced **UI components**, including sections and layouts, to meet business requirements and improve user experience.
* **Designed** and **implemented** **Data Pages** and **Report Definitions** to efficiently retrieve and manage data, enhancing application performance and reporting capabilities.
* Implemented **circumstanced Case Type** rules to dynamically manage variations in **Child Cases**, ensuring flexibility and adaptability to business requirements.
* Facilitated **data propagation** between **Parent and Child Cases**, ensuring smooth data exchange both within the parent-child relationship and across inter-child cases for streamlined process execution.
* **Designed** and **implemented** APIs to automate the creation of **Workgroups** and **Workqueues**, streamlining team collaboration and task management processes.

**Riyadh Govt**

**Senior Engineer, Ministry of Justice (MOJ) July’19 - Nov’19**

**Description** **Developed an application** for the Ministry of Justice to automate the processing of appeal case requests. The solution processes requests from the first-instance court, enriches data through **REST integrations**, and assigns tasks to the appropriate parties. Additionally, the application supports appointment scheduling, discussion recording, judgment delivery, and **real-time notifications** to keep all relevant parties updated.

**Responsibilities**

* **Collaborating** with **Leads** and **Business** **Analysts** to gather and define business requirements, ensuring the design and development of Pega solutions that align with organizational needs.
* Implemented the **Hijri calendar** functionality, ensuring seamless support for **Arabic date formats** within the Pega application.
* **Designed and implemented** **flow actions** and **validation rules** to ensure smooth process execution and data integrity within the Pega application.
* Customized and developed **Sections and UI components** to meet business requirements, enhancing the user interface and improving user experience within the Pega application.
* Designed and developed **Data Pages** and **Report Definitions** to **optimize data** **retrieval**, **improve performance**, and support **efficient reporting** within the Pega application.
* Developed **Activities**, **Data Transforms**, **When rules**, and **HTML Fragment** rules to meet specific business requirements and enhance functionality within the Pega application.

**Bank of America**

**Senior Engineer, Global Investigations (GIN),** **Enhancing Payment Investigations & Resolution May’14 - Jul'19**

**Description** GIN (Global Investigations) is a **payment investigation system** that processes **domestic and international transactions**, ensuring accuracy and compliance. It **automatically receives SWIFT MT messages** from the external system **mRP**, creates investigation cases, and routes them to **region-specific workbaskets** for resolution. During the investigation, GIN facilitates **structured analysis, validation, and compliance checks**, reducing manual effort and improving efficiency. It also generates **outbound communications** to update stakeholders on case status, ensuring **seamless tracking and resolution of financial transactions**.

**Responsibilities**

* Worked on integrations using **Connect-JMS**, **Connect-REST**, and **REST Services**, while creating and modifying XSDs to facilitate seamless data exchange and system interoperability.
* **Created and packaged Product Patches (RAP)** for seamless deployment across different environments, ensuring smooth application updates and system consistency.
* Developed **Activities, Data Transforms, Validation rules, When rules, and HTML Fragment** rules to meet business requirements, ensuring process automation and enhanced functionality within the Pega application.
* Worked on **BIX (Pega Import and Export)** rules to automate batch processing, streamlining data imports and exports in the Pega application.