



# Arnab Sadhukhan

## Professional Summary

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- Pega Certified Senior System Architect with 7 years of experience
- Exposure to Pega service integrations and business flows
- Worked as BPM application developer in Scrum methodology and Agile framework
- Worked in Healthcare and Banking domain with exposure to CS, SCE and POaaS frameworks

## Professional Experience

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### Client: Leading Australian Banking group

March/2021-Aug/2025

Company: Capgemini

Role: Developer

As a developer, I am responsible for the design and development of different functional modules in this application. The application deals with assessment of credit cards and personal loan applications. The project is part of digital transformation of mainframe applications reaching EOL and enabling workflow through Pega.

- Automated drawdown flow with robotics integration which helped achieving 3 FTE benefits
- Involved in Pega platform version upgrade
- Designed outbound customer notifications(email/SMS) throughout the process flow
- Involved in design and implementation of Kafka Event Mesh integration and configuration of data flow, data set and AVRO schema rules

Environment: PRPC v8.6.1, v8.8.4

### Client: Leading US Healthcare Provider

July/2019-December/2020

Company: Cognizant

Role: Developer

As a developer, I was responsible for the design and development of different functional modules in this application. The application deals with customer service tasks pertaining to U.S Healthcare (Medicare). It involved case creation in Facets based on customer interaction and services catered per interaction.

- Developed business rules (Flows, Activities, Data Transforms, Decision rules etc.)
- Built User Interface (UI) components as per business proposed mock-ups
- Implemented data mapping in service integration rules (SOAP/REST)
- Participated in requirement analysis, implementation, and defect triages throughout the project

Environment: PRPC v8.2

### Client: Leading US Health Insurance company

March/2018-June/2019

Company: Cognizant

Role: Developer

As a developer, I was responsible for the development of different UI and functional modules in this application. The application deals with processing of claims from intake stage to pre-adjudication stage. The project was part of optimizing claims intake and workflow to increase client revenue by decreasing overall turn-around time for submitted claims to avoid penalty.

- Developed User Interface (UI) modules as per business approved mock-ups
- Involved in requirement analysis, development, and support at various stages of the project
- Triaged with QA and other Integration teams throughout the project for faster defect resolution before sprint deadlines

Environment: PRPC v7.3

## Summary of Projects

**Client: Leading Australian Banking Group**

**March/2021-Aug/2025**

### Developer

The application deals with assessment of credit cards and personal loan applications related to unsecured lending scope. This application is built towards replacing existing mainframe applications reaching EOL. It also simplifies the work of assessors by referring to single application instead of multiple mainframe systems.

**Client: Leading US Healthcare Provider**

**July/2019-December/2020**

### Developer

The application deals with customer service and service tasks pertaining to US Healthcare (Medicare). It involves case creation in Facets based on customer interaction and services catered per interaction.

**Client: Leading US Health Insurance company**

**March/2018-June/2019**

### Developer

The application deals with processing of claims from intake stage to pre-adjudication stage. The project was part of optimizing claims intake and workflow to increase client revenue by decreasing overall turn-around time for submitted claims to avoid penalty.

## Technical skills

<b>Operating System</b>	Windows 8.1/10
<b>Environment</b>	Client (Using Citrix VDI)
<b>Database</b>	Oracle
<b>Internet Tools</b>	SOAPUI, ARC, Postman
<b>BPM Tools</b>	PRPC 7.3, 8.2, 8.6.1,8.8.4
<b>Pega Frameworks</b>	Pega Process Orchestration as a Service (POaaS) Pega Smart Claims Engine (SCE HC) Pega Customer Service (CS HC)

## Certifications

<b>Certificate name</b>	<b>Pega Version</b>	<b>Date</b>
Pega Certified <i>Senior System Architect</i>	7.4	Dec 2019
Pega Certified <i>System Architect</i>	7.4	May 2019

## Education

<b>Course Name</b>	<b>Specialization</b>	<b>University</b>	<b>Year of passing</b>
B. Tech	CSE	WBUT	2017
Higher Secondary	Science	WBCHSE	2013
Secondary		WBBSE	2011

## Professional Organizations

Cognizant Technology Solutions (December 2017-December 2020)

Capgemini Technology Services India Limited (December 2020-August 2025)