Pankaj Chopra

Pega Lead System Architect/Technical Program Manager/Development Lead

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Contact

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Summary

Pankaj is a certified CLSA I with +13 years of IT experience, +10 years in Pega PRPC v8.x, v7.x, v6.x in multiple domains. He has done pioneering work in Analytics, Decisioning, Reporting & Dashboard, Application User-Interface including mobile devices. Pankaj has developed many underlying components in Pega's CRM & Sales-Automation suites of framework while working with Pegasystem. He has participated in various online ([Top-Coder], HackerRank, Techgig etc) &offline competitions, e.g., Puzzles, Algorithm Designs & Problem solving contests.

Pankaj holds a master's degree with distinction in Computer Science from India's prestigious college NIT and bachelor's degree in Mathematics from Ramjas College (University of Delhi), where he was a college topper. Pankaj has an excellent academic performance throughout.

Work History

2022-06 - Current

ISD Developer V

Navy Federal Credit Union, Pensacola, FL

- Major involvement as development-lead and Pega SME in automating SCRA (Service member Civil Relief Act) for 5 products - Credit card, CLOC, Consumer loan, Student loan and Mortgage
- Collaborated on stages of systems development lifecycle from requirement gathering to production releases for legacy SCRA lotus notes app to Pega application on Cloud.

BPM Skills

Inter team Coordination & Planning

●●●●●
Excellent

Pega-PRPC

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Excellent

Reporting & Dashboard

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Excellent

Application Design & Class Structure

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Excellent

Case Management

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Excellent

UI-Mobile, UIKit, Client Performance Expert

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Excellent

Artificial Intelligence, CDH, Decisioning

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Very Good

- Help design and develop huge workflows for SCRA process involving active duty member.
- Tech-stack included: Updating Microsoft Dynamics Power-platform using azure service bus
- Tech-stack included: Mulesoft API subscriptions and implementation using Pega REST connectors for all vendor APIs including TSYS, Blacknight and NF-Internal.
- Design and develop components in Vertical SCRA implementation as well as Horizontal Enterprise framework in NF.
- Negotiated with vendors, partners and contractors to secure contracts and set SLAs

Pega Lead System Architect (Client: Verizon)

2019-10 - 2022-06

Ciberspring International, Dallas, TX

- Design & implemented horizontal framework 'Global-Decision-Engine' for 3 decisioning applications.
- Design & implemented 'Health-Check' tool in horizontal framework, which is being used by all 3 applications.
- Part of application upgrade from Pega v8.3.3 to Pega v8.5.5
- Migration of DSM (legacy) to CDH (NBA-Designer) module in Pega-MKT for COMMs.
- Design & implemented the Pega-Kafka-Kibana implementation for log-management (Service & Connector request-response) for troubleshooting, reporting and auditing.
- Developed horizontal dashboard in Kibana for business as well as operations.
- Audience simulation design and implementation for A/B Testing along with Operation-Management for Citizen developers.

Responsibilities - Started as LSA in one of decision-application in Verizon. Now, leading the Center-Of-Excellence team across 3 implementation Pega-MKT (decisioning) applications. Help teams with designs, review the implementation, developing components that can be used across multiple

Microsoft Dynamics Power platform

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Average

🏳 Additional Skills

Technical Grooming - Pre Sprint & Backlog

Fusion Charts

Icons framework e.g. Fontawesome, Budicons

Algorithm & Design Patterns

Java, J2EE, DHTML

Web services with Java

PL-SQL

CSS Frameworks, e.g. Bootstrap, UIKit

Azure Service Bus, Kafka

decisioning application and document them. Help leadership understanding the technical components and also help in PI sessions with business.

Pega System Architect (Client: American Express)

2018-04 - 2019-09

CTI Infotech Inc., Phoenix, AZ

- Design and implemented headless Pega Approach (Orchestrator) and End-To-End Pega Approach (Risk Underwriting).
- Design & implemented Case Management (cases) & Data Modeling (data types, data pages, decision rules) in Pega v7.4
- Helped in Upgrading application from Pega v7.1 to Pega v7.4
- Incorporated *Fontawesome* & *Budicons* Icon frameworks in the global FW layer to be used by different applications
- Implemented Spark chart win/loss solution for financial information using inbuilt fusion-chart JavaScript library and DHTML.
- Designed the Security Audit tracking & history logging for all cases.

Responsibilities - Provide architectural solutions for BPM automation applications, design communication between them & help them developing the features in AGILE scrum delivery model.

Achievement - Successfully implemented '*Pega Mobile Client*' on Company-Owned-Device powered using Tunnel VPN. Provided solutions for lighter UI-Skin & best practices across the application, including performance analysis by adding advanced functions (Embed-UserFunction, java function & JSP controls).

Principal Solution Engineer

2014-04 - 2018-03

Pegasystems Worldwide India Pvt. Ltd., Hyderabad, Telangana

- Worked as *SME* for best-practices in implementing Pega Sales-Automation, in TCS Chennai for client

AIG Japan for 6 months; mentoring team of 40 developers.

- Led more than 5 prototype projects successfully for Pega prospects with pre-sales team.
- Involved in upgrade of *AIG Japan Insurance* project from Pega v6.3 to Pega v7.1
- '*Reporting & Dashboard*' feature tech-lead in CRM unit (across 3 scrum teams) & supported 8 implementations for this feature. This feature included '*Dashboard Personalization*' with +40 widgets & Report-browser with +50 OOTB reports.
- '*Bulk Migration*' feature tech-lead in CRM unit (across 3 scrum teams) & supported 3 implementations. This feature included bulk migration of cases to Pega from competitors, e.g. 'Microsoft Dynamics', Salesforce.com, etc.
- End-to-End involvement for Pega CRM & Sales-Automation framework, from inception of feature to deployment with post-deployment support.
- Extensively worked on UI & UX (including hybrid mobile app & i-Pad compatibility) in Pega 7.x (latest 7.4 ver)
- Helped in designing Pega-World Sample application from scratch using *Dynamic Class Referencing* pattern.
- Solid understanding of *Pega CRM* & *Pega Sales-Automation* framework.
- Experience in troubleshooting & performance tuning of PRPC production applications using Clipboard, Tracer and Performance Analyzer (PAL).
- Designed & developed B2B, B2C & B2B+B2C business generic model for Sales-Automation horizontal framework.

Responsibilities - Design & Development of new features as part of horizontal framework & supporting more than 8 vertical teams across CRM. Leading pre-sprint & backlog technical grooming. Help Sales-Consulting to develop the POCs, design & development issues related CRM framework.

Achievement - "*Most Ready to Ship!*" winner for Pega-Hackathon7 project organized in Feb 2018

leading 3 team members

**2012-09 -
2014-03**

Application Developer

Oracle India Pvt. Ltd., Hyderabad, Telangana

- Worked on pipeline early spring framework for Primavera-P6 web application.
- Helped in creating Log-in page on JSP with HTML4 & JQuery.
- Good understanding of Unifier BPM architecture and design.
- Created many algorithmic and problem solving functions for proficient application in java.

**2010-01 -
2012-08**

Systems Engineer

Infosys Ltd., Hyderabad, Telangana

- Part of Work Force Management team providing solutions in Infor-Workbrain, Kronos & Oracle enterprise applications.
- Participate in System requirements gathering, OOA/Design and UML modeling.
- Proposed technical feasibility solutions for new system designs and suggested options for performance improvement of around 30% technical components

Education

**2001-05 -
2010-06**

Master of Computer Applications: Computer And Information Sciences

Maulana Azad National Institute of Technology - Bhopal, MP

- Professional development completed in Neural networks
- 8.63 CGPA

2004-07 -
2007-06

Bachelor of Science: Mathematics

Ramjas College, Delhi University - New Delhi

- 8.17 CGPA
- Awarded College topper in second year through Delhi University

Certifications

2016-09   Pega Certified Lead System Architect (CLSA I) v7.x

2015-08   Pega Certified Senior System Architect (CSSA) v7.x

2014-04   Pega Certified System Architect (CSA) v7.x