

Mohamed Rafiq

Engineer

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Professional Summary

- 4+ years of experience in analyzing, designing, debugging, and developing PEGA applications with hands-on expertise in versions 8.6, 8.7, 8.8, and 24.2.
- Experienced in developing and maintaining key PEGA components, including data model (properties, data pages, data transforms, data flows, data sets), decision (when, decision tables, decision trees, decision datas, datasets, strategies), integration (connect-RESTs, connect-SQLs, service-RESTs, service-SOAPs, file listeners), case management (correspondences, flows, flow actions, validations, edit validates, report definitions, activities), security (access groups, authentication services, keystores), background processing (job schedulers, queue processors, data jobs), user interface (sections, portals, harness, skins) and quality assurance (unit test cases, scenario test cases, test suites).
- Experienced in working with Pega Deployment Manager and Pega Diagnostic Center.
- A keen learner with a constant zest to acquire new skills.

Professional Experience

• NatWest Group	October 2024 - Present
Software Engineer	Hybrid
• Societe Generale Global Solution Centre	July 2022 - October 2024
Software Engineer	Hybrid
• Societe Generale Global Solution Centre	April 2022 - July 2022
Intern	Remote
• Virtusa Consulting Services Private Limited	January 2022 - March 2022
Intern	Remote

Projects

Project Name: FranFinance Application

Organization: Societe Generale Global Solution Centre

Description:

- Financing the sale of capital goods for business and consumer credit for individuals.

Summary:

- Analyzed and implemented defect fixes raised by the business to ensure smooth application functionality.
- Utilized debugging tools such as tracer and pega logs to identify and resolve system issues.
- Designed and implemented core pega components, including report definitions, sections, job schedulers, queue processors, data transforms, validations, activities, and data pages.
- Worked with PDC to monitor and eliminate system alerts for improved application performance.

Project Name: Claims Supervision Application

Organization: Societe Generale Global Solution Centre

Description:

- A low-code application built in app studio to track high-value claims across multiple countries.

Summary:

- Analyzed business requirements, proposed, and implemented effective solutions.
- Developed and configured pega components, including case life cycle design, activities, flows, flow actions, job schedulers, data transforms, sections, report definitions, portals, dashboards, and widgets.
- Worked with PDC to monitor and eliminate system alerts for improved application performance.
- Designed and executed unit test cases and end-to-end scenario test cases for the case types to ensure functional correctness.

Project Name: Outage Component

Organization: Societe Generale Global Solution Centre

Description:

- A reusable component to dynamically display application outage and maintenance notifications to users during downtime.

Summary:

- Analyzed, proposed, and implemented effective solutions for business requirements.
- Developed key pega components, including properties, DSS, data transforms, application settings, connect-REST, sections, decision tables, decision trees, and when conditions.
- Implemented and executed unit test cases to meet functionality and quality standards.

Project Name: Volcker

Description:

- Mapping of trading activities and fund activities using the tool.

Summary:

- Analyzed business requirements and proposed effective solutions.
- Implemented business requirements by developing and configuring application components in Pega.
- Developed and configured pega components, including data transforms, activities, flows, flow actions, sections, data pages, declare expressions, access roles, and access control policies.
- Worked with PDC to monitor and eliminate system alerts, improving overall application performance.

Project Name: CREW Application

Organization: Societe Generale Global Solution Centre

Description:

- Management of workflows for creating third-party legal entities, quality of existing third-party data, and subscription to support KYC.

Summary:

- Analyzed, proposed, and implemented solutions for business requirements in pega.
- Investigated and resolved defects reported by the business to ensure system reliability.
- Developed and configured pega components, including activities, connect-RESTs, report definitions, data pages, data transforms, sections, job schedulers, queue processors, and skins.
- Implemented unit test cases to validate functionality and ensure adherence to quality standards.

Project Name: Decisioning Application

Organization: NatWest Group

Description:

- Providing the next best actions to users of different franchises through different channels based on the customer details and their previous interaction history.

Summary:

- Enabled Single Sign-On (SSO) authentication for multiple environments to streamline secure user access.
- Customized 1:1 operational journeys to enhance user experience and personalize workflows.
- Developed and configured key pega components including data flows, strategies, datasets, service-SOAPs, connect-RESTs, validations, data types, data jobs, activities, data transforms, decision data, access groups, queue processors, job schedulers, report definitions, authentication services, and key stores.
- Implemented unit test cases to validate functionality and ensure adherence to quality standards.
- Worked with PDC to monitor and eliminate system alerts for improved application performance.
- Worked with Pega Deployment Manager to deploy artifacts across multiple environments.

Skills Summary

- **BPM** : Pega
- **Language** : Java (Basics), Python
- **Database** : Oracle, Postgres

Certifications

- Certified Pega System Architect (v8.4)
- Certified Pega Senior System Architect (v8.6)
- Certified Pega Decisioning Architect (v8.8)
- Certified Pega Data Scientist (v24.2).

Education

• Bachelor of Engineering, Electronics and Communication Engineering	CGPA: 8.83/10
Rajalakshmi Engineering College, Chennai, Tamil Nadu	June 2022
• Higher Secondary School Certificate	Percentage: 90.41%
Valluvar Gurukulam Higher Secondary School, Chennai, Tamil Nadu	May 2018
• Secondary School Leaving Certificate	Percentage: 93.80%
Zion Matriculation Higher Secondary School, Chennai, Tamil Nadu	May 2016

Awards and Honours

- Spot Award for Commitment from Societe Generale Global Solution Center, December 2022.
- The Heartfelt Hero Award from Societe Generale Global Solution Center, September 2023.
- Commitment Award from Societe Generale Global Solution Center, June 2024.
- We raise the Bar Award from NatWest Group, October 2025.
- Nominated for Early Career Award from NatWest Group, October 2025.
- We own Our Impact Behaviour Award from NatWest Group, November 2025.