Mohamed Rafiq

Engineer
Phone: +91 73582 96255
Email: rafiq1005@gmail.com

Chennai, India
Portfolio: https://rafiq-mohamed.github.io/Portfolio/
LinkedIn: https://www.linkedin.com/in/mohamed-rafiq-m/

Professional Summary

- 3 years of experience in analyzing, designing, debugging, and developing PEGA application
- 2.9 years of experience in PEGA PRPC.
- 0.3 years of experience in PEGA CDH.
- Worked on version 8.6 and version 8.8 of PEGA.
- Knowledge of case life cycle design, routing, correspondence, case approvals, child cases, data transforms, activities, flow, flow actions, SLAs, declare expressions, data pages, services, connectors, validations, report definitions, sections, harnesses, strategies, data flows, and datasets.
- Developed various flows, flow actions, data transforms, validations, activities, data pages, decision trees, decision tables, connect-REST, connect-SQL, service-REST, job schedulers, queue processors, access roles, access content policies, sections, skins, portals, dashboards, strategies, datasets, data flows, unit test cases, and scenario test cases.
- A keen learner with a constant zest to acquire new skills.

Professional Experience

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

Projects

Project Name: FranFinance Application

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

Roles and Responsibilities:
- Analyzing and implementing the defects raised by the business.
- Involved in debugging tools like tracer and logs.
- Implemented report definitions, sections, job schedulers, queue processors, data transforms, validations, activities, and data pages.
- Analyzed the tables that consume huge memory in the database.

Project Name: Volcker Application

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

Roles and Responsibility:
- Analyzing and proposing solutions to the requirements provided by the business.
- Implementing the requirements provided by the business.
- Involved in debugging tools like tracer and logs.
- Developed data transforms, activities, flows, flow actions, sections, access roles, access control policies, data pages, declare expressions, and properties.
- Involved in Pega Predictive Diagnostic Cloud to eliminate the alerts.

Project Name: Claims Supervision Application

Description:
- Track high-value claims for different countries. It is an application built using App Studio.

Roles and Responsibilities:
- Analyzing and proposing solutions to the requirements provided by the business.
- Implementing the requirements provided by the business.
- Involved in debugging tools like tracer and logs.
- Developed activities, application settings, DSS, flows, flow actions, job schedulers, data transforms, data types, properties, sections, report definitions, portals, dashboards, and widgets.
- Implemented end-to-end scenario test cases for the case types.
- Implemented role-based scenario test cases for the case types.

Project Name: Health Check Component
  Description:
  - A daily check on the success of agent execution, the status of production servers, production-hosted applications, global search, and elastic search.
  Roles and Responsibilities:
  - Analyzing and implementing the requirements provided by the business.
  - Developed data types, properties, data transforms, activities, data pages, correspondences, DSS, and job schedulers.

Project Name: Outage Component
  Description:
  - When there is an outage in the application or server, users are notified via the application.
  Roles and Responsibilities:
  - Analyzing, proposing, and implementing solutions for the requirements provided by the business.
  - Developed properties, data transforms, application settings, connect-REST, sections, decision tables, decision trees, and when conditions.
  - Implemented unit test cases.

Project Name: CREW Application
  Description:
  - Management of workflows for creating third-party legal entities, quality of existing third-party data, and subscription to support KYC.
  Roles and Responsibilities:
  - Analyzing, proposing, and implementing the requirements provided by the business.
  - Analyzing and fixing the defects provided by the business.
  - Involved in debugging tools like tracer and logs.
  - Developed data types, activities, connect-RESTs, report definitions, application settings, data pages, classes, data transforms, sections, job schedulers, queue processors, and skin.
  - Implemented unit test cases.

Project Name: Retail Banking Application
  Description:
  - Providing the next best actions to users through different channels based on the customer details and their previous interaction history.
  Roles and Responsibilites:
  - Analyzing and implementing the requirements provided by the business.
  - Involved in debugging tools like tracer and logs.
  - Developed data flows, strategies, datasets, and activities.
  - Analyzed the tables that consumed space in the database.

Skills Summary

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

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

Certifications

- Certified Pega System Architect (v8.4)
- Certified Pega Senior System Architect (v8.6)
- Certified Pega Decisioning Architect (v8.8)
- Completed Python Programming in NIIT

Language Known

- English -   Professional Working Proficiency
- Tamil   -   Native Proficiency