**Ashish Pundir**

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**Professional Summary**

9 years of IT experience in design & development of EAI & BPM applications in Telecommunication & Finance domain. More than 7 years of experience in designing and delivering complex Pega case management projects using V6 & V7. Strong data modeling experience and able to work with Process Architect to understand / identify reuse opportunities and implementing reusable assets. Demonstrated ability to work as a team player as well as independently. Recognized Upgrade expert who worked on couple of Upgrade assessments for various clients while being part of Pega-Cognizant joint upgrade program.

**Certification:**

* Certified Senior System Architect Version 7.1
* Certified Customer Service System Architect Version 7.2
* Certified Pega Decisioning Consultant Version 7.2
* Certified Senior System Architect Version 6.2

**Work Experience**

**Pega lead architect**

**Client: Royal Bank of Canada - Toronto, ON**

**Employer: Cognizant**

Period**: Nov. 2016 – Present**

Agile project to provide online omni-channel tool for users(Internal Advosirs and Clients) to perform purchase and renewal of various investment products.

* Producing high-level and detailed-level designs and implement Pega solution based on business requirements and defined architectures.
* Responsible to Collaborate with Product Owner(PO),architects, designers/developers, business system analysts and testing specialists to deliver high quality solution.
* Working with Scrum Master to prioritize the items from the product backlog in the sprint planning and backlog refinement ceremonies.
* Coordinating with both onshore and offshore teams to ensure coding, testing, debugging and implementation activities are completed within timelines.
* Implementing workflows with front end for internal users.
* Exposing Pega workflows and business rules using Pega OOTB Cases APIs and custom REST webservices for online banking clients.
* Contributing to release timelines and project plans; analyze and estimate feasibility, cost, time and scope for each release and future roadmaps.
* Ensuring agile best practices along with Pega best practices are followed by team members
* Assisting developer resources by providing guidance and advice on technical issues and reviewing their work.

**Lead Pega Developer**

**Client: American Express, Hyderabad, India**

**Employer: Cognizant**

Period: **July 2015 – Nov 2016**

Implemented solution using Pega technology to reduce customer service costs and improve customer satisfaction through a process-driven approach that helps resolve customer issues quickly at the point-of-contact by integrating with multiple systems of records through web services and daily feeds.

* Involved in DCO sessions to capture business requirements effectively and design the system as per the requirements.
* Analyzed & defined requirements for data, workflow, logical processes, interface design, reports and user experience.
* Responsible to fix all the defects in test environments and to contribute to the ongoing support, stability and performance of application systems in production
* Handled release manager role by creating implementation plan, getting approvals required for production deployment and ensuring successful Post implementation Validations (PIV) after production release.
* Performed code review to ensure code quality and coding standards are followed and Pega compliance score does not go below the expected mark.
* Migrated and deployed application from one environment to another using manual as well as automated DEVOPS methods.
* Provided support in various Business Development & Account level activities by implementing POCs to determine and prove feasibility of various solutions.

**Upgrade expert for Pega-Cognizant Upgrade COE**

**Client: Pegasystems, Hyderabad, India**

**Employer: Cognizant**

Period: **Feb 2015 – July 2015**

As part of this joint initiative by Pega and Cognizant, worked on various Upgrade assessment tasks for various clients across domains like JPMC, Celgene etc.

On completion of this assignment, Presented case studies to Pega Engineering team and appeared for Viva. Endorsed with “Pega certified Upgrade Expert” badge on successfully completion of three individual upgrade assessments.

* Performed discussion with client and identifying a candidate flow to be upgraded.
* Performed Upgrade tasks including split schema creation, Rule migration and upgrade.
* Upgraded frameworks and replaced deprecated controls with OOTB controls.
* Performed UI enhancements to showcase Pega 7 capabilities like cross browser and cross device compatibility.
* Presented Upgrade assessment study to client on completion of assessment to highlight upgrade benefits and challenges/risks identified.

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**Technical Analyst (Senior Developer)**

**Client: Telstra, Melbourne, VIC, Australia**

**Employer: Infosys Limited**

Period**: Nov 2011 – Jan 2015**

The purpose of this Agile project was to provide end to end BPM solution to handle IP telephony consumers with reduced time to activate. This was the pilot project for client which then got extended by including more Line of Businesses in BPM program.

* Worked in high pressure environments in a team of 5 at client location.
* Coded various PRPC activities, flows, flow actions, assignments, SLA, correspondence templates, HTML streams using PRPC.
* Gathered requirements during DCO sessions, designing flows, Reports, Connectors & dashboards in PRPC.
* Fixed bugs identified during Unit and system testing
* Introduced automated System testing by developing End to End test script using HP Unified Functional testing hence reducing testing efforts and delivery timelines.
* Had hands on PMF Framework & scrum project methodology experience.
* Conducted multiple in-house PRPC training sessions.

**Tibco developer**

**Client: Telstra, Melbourne, VIC, Australia**

**Employer: Infosys Limited**

Period**: August 2010 - Nov 2011**

Worked on multiple processes and web services/cosumers (SOAP/REST/JMS/FTP) that act as middleware between various Telstra applications. These processes were responsible for data mapping and business rule implementations while transferring data from upstream to downstream applications.

* Development of various Middleware applications as EAI solution using Tibco Activematrix suite.
* Fixing bugs identified during various testing stages.
* Building and Deploying EAR files using TIBCO Designer, Administrator.
* Updating or creating the design documents and interface documents and reports for testing.
* Stress and Volume testing for various applications using GH tester.

**Education**

###### 2009 Bachelor of Technology (Electronics & Communication Engineering) from UPTU, Lucknow, India

2005 Intermediate, Central Board of Secondary Education(CBSE), India

2003 High School/SSC, Central Board of Secondary Education(CBSE), India

**Additional Details**

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Work Status Valid Canadian Permanent Resident (PR)