

SMRUTIRANJAN PRADHAN

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Summary

Technically oriented decisioning professional with over 13+ years of experience in design, development, and consulting for Pega Decisioning applications.

Involved in requirement gathering and solution design for Pega Decisioning Projects.

Worked on Pega API Integration for a CDH Telecommunication projects

Involved in CDH taxonomy design and configuration

Pega Marketing certified professional with core expertise in Campaign Creation, Configuration, Validation and Testing. Specialist in PEGA products areas including integration, testing and deployments.

Adept in collaborating with project teams, interfacing with clients and deploying technology to build successful solutions for clients.

Exhibited competencies in leading implementations, facilitating requirements gathering, installations and configurations, solution design and problem diagnosis, troubleshooting and resolution.

Involved in proposition creation and management for different issues and groups.

Involved in Pega report design and configuration for business requirements.

Involved in various simulation testing for Strategies.

Expertise in Action Flow Design and development.

Involved in intelligent segmentation for business specific campaigns.

Involved in Decision Data Store (DDS) Service configuration and management.

Involved in creating Persona Test Cases for Eligibility, Applicability and Suitability for customer engagement.

Created Deployment Pipelines and Custom tasks in Pega Deployment Manager.

Technical Skills

Operating Systems: Unix, Windows, and Linux

Cloud System: Pega Cloud

Languages: PL/SQL, UNIX Shell Scripting, Java, Python

Databases and Application Server: Oracle, Postgres, Weblogic, JBoss, Tomcat

Query Language: SQL and CQL

Applications: Pega 7.2.1, 7.3.1, 8.8.1, 8.8.3, 24.1.2 Pega Deployment Manager 6.2.1 and Pega Marketing 7.21, 7.31, 8.8, 24.1

Educational Qualifications

Bachelor of Technology in Computer Science and Engineering from Biju Patnaik Technical University, Orissa, 2006 – 2010

Certifications

Certified Pega Marketing Consultant v7.4 (Mar, 2019)

Certified Pega System Architect v8.6 (May, 2022)

Certified Pega Senior System Architect v23 (Feb, 2024)

Certified Pega Decisioning Consultant 24(Aug 2025)

Certified Python3 Programmer

Certified SQL

Professional Experience

PEGA Lead Decision Architect

Agreeya Solutions Pvt. Ltd., Hyderabad, Telangana July 2024 – Present

Client Name – Verizon USA

Project Name - Next-Best-Action for Verizon's Global B2B Customers

Role: Lead Decision Architect

Platform/Technology - Pega Cloud, PEGA Platform 24.1.2 and CDH 24.1, Oracle, Tomcat, PDC, Confluence, Kibana, Jira.

Project Description – Verizon is an American telecommunications leader with a global focus on business customer engagement. The company drives growth and loyalty by implementing diverse strategies and building robust solutions, all designed to acquire new customers and solidify retention with its existing client base.

Responsibilities -

Involved in Tech Design for time.

Design Decision Strategy as per the business need.

Involved in offer creation and configuration.

Involved in Pega API integration with different systems.

Coordinate with business teams for developing PEGA solutions for customers.

Creating activities which perform repetitive tasks.

Creating Product file for Stage and Production deployment.

Involved in code review for CDH code development.

Supported the Production validations process.

PEGA Lead Decision Architect

Maantic Global IT Solutions Pvt. Ltd., Kolkata, West Bengal January 2023 – June 2024

Client Name - Bridgecrest USA

Project Name - Bridgecrest Decision Management

Role – Lead Decision Architect

Platform/Technology - Pega Cloud, PEGA Platform 8.8.3 and CDH 8.8, Postgress, Tomcat, PDC, SharePoint, Loom, Miro, Lucid, Target Process, ADO, Confluent Kafka

Project Description – Bridgecrest will leverage Pega to drive reinstatement via a one-way text and email outreach when a repossession occurs. The outreach time will be based on the customer time zone, in order to Optimize Customer Engagement the business will send them the repo offer by implementing Pega CDH.

Responsibilities -

Involved in Tech Design for Drive time.

Design Decision Strategy as per the business need.

Created the Data Jobs for E2E account ingestion.

Coordinate with business teams for developing PEGA solutions for customers.

Creating activities which perform repetitive tasks.

Creating Product file for Stage deployment

Involved on code review for CDH code development

Created Deployment Pipelines and Custom tasks in Pega Deployment Manager.

Created persona test cases which run on a periodic basis and post updates into slack for easy monitoring.

Technical Specialist

Coforge, Hyderabad, Telengana January 2021 – November 2022

Client Name - International Airline Groups (IAG) UK

Project Name - Campaign Engine – PEGA Marketing Intelligence

Role - Technical Lead

Platform/Technology - Linux, PEGA 7.3.1, Pega Marketing 7.31, JBoss, Oracle, Tortoise, Jira, SharePoint

Project Description - IAG is an airline service provider that has been using PEGA 7.3.1 Marketing Intelligence platform to generate PRC messages for individual customers on date of fly and let the

customer be engaged throughout their lifetime.

Responsibilities -

Validating decisioning rules (Strategy, Audience and Constraints) changes for Production Deployment.

Design HLD and LLD.

Integrating various systems to PEGA Platform using SOAP and REST API.

Automation and scheduling PEGA decision flows and campaigns.

Coordinate with business teams for developing PEGA solutions for customers.

Creating agents and activities which perform repetitive tasks.

Technical Specialist

Tech Mahindra, Pune, Maharashtra November 2018 – December 2020

Client Name - Optus Australia

Project Name - NBA – PEGA Marketing for Customer Intelligence

Role - Campaign Designer

Platform/Technology - Linux, Pega 7.2.1 and Pega Marketing 7.21, JBoss, Oracle, Dynatrace, SharePoint, Jira

Project Description - Optus has been using PEGA 7.2.1 Marketing Intelligence platform to cater the needs of Outbound Marketing campaigns, personalized offers and Broadcasting Service Delivery messages to customers.

Responsibilities -

Gather requirements for new campaigns.

Conduct technical evaluations of various solutions on Campaign Engine.

Resolve technical issues.

Integrating testing using SOAP and REST API.

Responsible for SLAs set as per the business requirement.

PEGA, EDW Support and development.

Creating agents and activities which perform repetitive tasks in PEGA platform.

Monitoring, support, and performance tuning of NBA Platform.

Client Name - Optus Australia July 2018 – October 2018

Project Name - PEGA Platform Build (7.2.1)

Role - PEGA SME

Platform/Technology - Linux, Pega 7.2.1 and Pega Marketing 7.21, JBoss, Oracle, Cassandra

Project Description - Build PEGA 7.2.1 platform to cater the needs of outbound campaigns as well as integrating rewards and promotions from the partner ecosystem.

Responsibilities -

Evaluate hardware and software requirements.

Installation of PEGA 7.2.1 software for Development, UAT and Production.

Build PEGA security framework.

Tune PEGA 7.2.1 platform.

Developing configurations for PEGA 7.2.1.

Troubleshoot issues pertaining to 7.2.1 platform

Senior Software Engineer

HCL Technologies, Bangalore, Karnataka November 2016 – June 2018

Client Name - Deutsche Bank

Project Name - Deutsche Bank Payment Flow

Role - Pega Operation Engineer

Platform/Technology - Linux, Pega 7.2.1, AES, ASM

Project Description - Build of PEGA 7.2.1 platform and moving the entire setup to a new hardware for better features, performance and user experience.

Responsibilities:

Monitoring the Servers health of different Pega environments, Agents, Listeners and Pega Applications BIX jobs.

Working on PEGA Tools like Pega Log Analyzer (PLA), System Management Applications (SMA), Introscope, Splunk and Automatic Event Services (AES).

Engaging with different teams (DB/System/Unix/Middleware) to help in troubleshooting and resolving issues of unknown nature.

Working on Oracle Weblogic administration.

Keeping a check on all the Pega Hot fix installed across different environments and assigning in installation.

Working on Adhoc requests like manual jobs executions, agents, Server's slowness issues, etc.

Responsible for maintaining the health of systems installed in their enterprises.

Perform health checks to ensure application stability and coordinate with the Engineer/Management team about any issue.

Maintaining update documents of all the servers and the installed applications and patches.

Performing routine management of the environment like monitoring the Disk Space and CPU Utilization.

Responsible for Application server and Web server performance monitoring for all applications.

Coordinate and monitor trouble shooting to isolate and diagnose common system problems.

Handle end to end releases for all Deutsche bank Claims and Mortgage applications. Code deployment/profile/Patching (DB and UNIX)/ruleset and RSV/ARM/INC/.

Client Name - VMWARE November 2015 – November 2016

Project Name - Weblogic and SOA Administrator

Role - SOA Development and Operation Engineer.

Platform/Technology - SOA Suite 11g, Weblogic 10.3.5(11g), BAM, BPEL, JDK1.6, J2EE, JDBC, Oracle11g, Apache, OE Linux 5x

Project Description - VMware subscription project is subscription service provided by VMware to their different customers who are using diverse products like VM, VM Cloud etc. from VMware based on their uses and VMware automated subscription service to cancel or resume the service based on timely payment.

Responsibilities -

Monitoring and managing SOA Components by using the Oracle Enterprise Manager Admin Console to perform administrative tasks.

Deploying, Configuring and Monitoring SOA composite applications.

Tuning and configuring Oracle SOA Suite 11g environment for high availability.

Creating Partitions and deploying the composite application.

Managing and monitoring service engines and updating the state of SOA composite applications.

Testing SOA composite applications and applying recovery for faulted messages.

Experience in setting the cluster for High Availability in Oracle SOA suite.

Troubleshooting and Monitoring the Performance by tuning JVM heap size and garbage collection.

Configured JDBC connections, data sources and troubleshooting to fix up problems.

Involved with the vendors and support teams in troubleshooting and fixing day-to-day problems of the applications in production.

Deploying JAR, WAR and EAR Applications on various targeted clustered environments.

Involved in Configure JDBC Connection Pools, Multiple Pools and Data Source.

Analyzing log files and periodic removal.

Provided 24/7 on call support for production. Installation and configuration of various middleware packages.

Software Dev Analyst

DELL Services Pvt Ltd, Bangalore, Karnataka March 2012 – November 2015

Client Name - DELL

Project Name - Subscription Delivery Platform

Role - Software Dev Analyst

Platform/Technology - Linux, Weblogic, Java, BPM and BPEL

Project Description - This is project of DELL International Services that need to integrate diverse application which will help from order to fulfilment of customer requirement for laptop, desktop, etc. by Integrating the diverse application by using the SOA, OSB, BPEL and SOAP Services and maintaining the SOA Application along with developing a mini project to cross check pre and post deployment of SOA and OSB projects.

Responsibilities -

Tuning and configuring Oracle SOA Suite 11g/12c environment for high availability.

Monitor and manage SOA Components by using the Oracle Enterprise Manager Fusion Middleware Control Console to perform administrative tasks.

Deploying SOA composite applications.

Configuring SOA composite application resources.

Monitoring SOA composite applications.

Managing and monitoring service engines and updating the state of SOA composite applications.

Troubleshoot SOA composite applications by performing corrective actions such as fault recovery.

Tuning and configuring Oracle SOA Suite 11g environment for high availability.

Weblogic Administration acts as an effective interface between client and vendor responsible for verifying Application Log, Weblogic Log, and Database Logs.

Responsible for load testing of the application.

Involved in the installation of Weblogic Server.

Configuring cluster for Load Balancing and for High Availability.

Creation of Connection Pools in Weblogic Server, handling deployments of an application in Server.

Involved in the configuration of Web Logic 11g domain with domain templates, configured clusters, servers, connection pool, JMS queues using console.

Hands-on experience in patching.

Taking the thread dumps and analyzing the issues.

Weblogic Server Hanging Issues.