Preethi Konkala Rameshbabu, CSM®

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**Professional Summary:**

* 12 plus years of IT experience in development, maintenance, and support applications with Scrum master expertise.
* Involved in estimations, requirement analysis and resource allocation.
* Well-developed problem-solving skills which enables to quickly identify problems, conceptualize solutions, and carry them through to implementation.
* Very smart and quickly understands the functionality.
* Good debugging and analytical skill.
* Compliance with mandatory training.
* Provided the team full support on working weekends.
* Change champion in raising and coordinating change management requests and to get it completed.
* Aware of phishing attacks, a cyber bronze winner.

**Work History:**

* + Coforge DPA, Feb’23 – till present
  + Thryve Digital Health LLP, Jun’19 – Dec’22
  + BNY Mellon Technology Private Limited, Chennai, Oct’12 – May’19
  + Cognizant Technology Solutions, Aug’10 – Sep’12

**Technical Skills:**

* Pega
* IBM BPM / Websphere Lombardi
* Oracle
* Javascript

**Certifications:**

* July 2023 - Certified Scrum Master from Scrum Alliance
* Trained on JIRA User management tool. (JQL query, creation of dashboards)
* May 2022 - PRPC V 8.6 Certified Senior System Architect from Pegasystems Inc...
* Dec 2013 - IBM Lombardi WebSphere V7.2 developer certification
* Mar 2011 - PRPC V 5.5 Certified System Architect from Pegasystems Inc...

**Work History:**

**Project 1:**

Name:                  Neobrain

Duration:             2023 – till present

Tool:                      Pega V 7.2

Role:                      Lead / Scrum Master

**Description:**

NeoBrain is built to run campaigns through inbound and outbound channel which provides offers to customers via email, sms, mobile banner interstitial.

**Roles and Responsibilities:**

* Creating report definition rules, involved in creating activities.
* Reviewed PRPC logs and alert logs to identify exceptions and involved in resolving them.
* Worked on the lifecycle of change requests being a Change champion.
* Organised daily scrum meetings to remove impediments to complete the sprint goal
* Conducted retrospective sessions and scrum ceremonies like sprint planning and sprint reviews.

**Project 2:**

Name:                  OCWA & EWS

Duration:             2019 – 2022

Tool:                      Pega V 7.1.5 and V 8.4

Role:                      Team Lead / Scrum Master

**Description:**

Paper and Electronic claims go through a series of stages to get paid. In any of the stages, the claim gets failed for any reason, it comes to OCWA application, the claim is adjudicated and paid.

**Roles and Responsibilities:**

* Facilitated daily scrum meetings to allow the team to synchronize their work and communicate issues and roadblocks to the product owners.
* Conducted scrum ceremonies like sprint planning, sprint reviews and retrospectives.
* Identified and helped remove impediments and communicated potential risks to the completion of the sprint.
* Experience with team management, conflict resolution, performance appraisals, and mentoring junior software developers.
* Involved in deployment activities like release meetings, CR updates, release readiness document preparation, production checkout.
* Acted as a BA for six months, writing story for the enhancement tickets.
* Managed schedules accepted time off requests and found coverage for short shifts.
* Participated in cross-functional team-building activities.
* Directed and supervised a team of 7 numbers.
* Evaluated employee skills and knowledge regularly, training, and mentoring individuals with lagging skills.
* Involved in deploying the Product rules in QA and PROD environments.
* Creating report definition rules, involved in creating activities.
* Worked on the debugging tools Clipboard, Tracer, and Rules Inspector.

**Project 3:**

Name:                  CT CIS TERMINATION

Duration:             2018 – 2019

Tool:                      Pega V 7.1.5

Role:                      Developer & Lead

**Description**:

                 CT Termination Application is developed in aiming to terminate the deals from the ACS system when they meet the maturity date and on other criteria. For that deal, the assignees will be fetched from DOS System. Along with DOS, it also interacts with other systems like Billing, Orion, Eagle, CID etc. Initially the deal details along with the links it is interacting all will be fetched in, then it will be followed for termination. Ongoing, it has CSM checklist, and DLM assignments, and finally upon submission of ACS checklist, the deal will be terminated from the application.

**Roles and Responsibilities:**

* Use Case Analysis and implementation.
* Experience in implementing the requirements using Sprint Methodology.
* Working on activity, Connect - REST, Section and Data transforms.
* Involved in deploying the Product rules in QA and PROD environments.
* Reviewed PRPC logs and alert logs to identify exceptions and involved in resolving them.
* Experience in enhancing and fixing the bugs in PRPC applications.

**Project 4:**

Name:                  CTDOS

Duration:             2014 – 2017

Tool:                      WebSphere Lombardi V7.2, IBM BPM 8.5

Role:                      Developer & Lead

**Description**:

                 Deal On-boarding program is a workflow application to facilitate the on-boarding of new business deals within Corporate Trust. It replaces the existing RTI (Ready To Implement) and GBA (Global Business Acceptance) Lotus Notes based applications currently used for on-boarding new business deals. It has a complex workflow of combining both RTI & GBA process and provides high degree of flexibility in initiating and routing the deal request.

**Roles & Responsibilities**:

* Involved in estimation and sprint planning.
* Volunteer in doing work in absence of team members by having good collaboration.
* Provided KT to support on every release and helped in resolving INCs for support team.
* Been part of code refactoring and warranty support after every release.
* Worked on developing individual modules.
* Actively working on the Lombardi 8.5 migration activities.
* Been pro-active in mentoring the new joiners on application front and JIRA.
* Monitor the JIRA to avoid any invalid issues raised by QA team.
* Knowledge in Lombardi database tables.
* Experience on design and development in BPM such as BPD, coach, Integration Services, UCA, IME, Exception Handling etc.,
* Knowledge of industry best practices in Lombardi and contributed in code reviews for different BPM application to improve the performance.

**Project 5:**

Name:                  GSD NA

Duration:             Nov 2012 – Dec 2013

Tool:                      Websphere Lombardi V7.2

Role:                      Developer

**Description:**

BNYMellon Corporate Trust Global Service Delivery provides services for approximately 70,000 loan accounts from multiple locations in the U.S. and Mexico City. The operational group supports the processing of Trustee, Transfer and Paying Agent functions. This new application under RightStart called “Service Delivery Process Gateway” (SDG) will eventually encompass 16 different operational processes / functions with various interfacing elements. This system will ultimately replace the non-workflow imaging application called “CTS2000” that is currently used by the business.

**Roles & Responsibilities**:

* Worked on developing BPD, coaches.
* Hands on in writing Stored procedures in oracle Database.
* Worked on developing in UI (customized)
* Hands on in debugging Java code for integration.

**Project 6:**

Name: LBG INS LP&I

Duration:  March 2012 – Sep 2012

Tool: Pega V 6.1

Role: Developer

**Description**:

  The Lloyds Pension & Insurance (L P&I) application uses Pega Rules Process Commander (PRPC) to provide a Business Process Management (BPM) workflow system for handling the Insurance operations. PRPC includes flexible, pre-packaged capabilities focused on the case and work management activities. The solution, a replacement for their existing AWD Business Process Management (BPM) system, provides flexible, reusable and scalable workflows for handling insurance tasks like Providing Insurance Quotes, Incrementing/Decrementing Policy, Transfer Policy, Retiral, Maturity, Surrenders, Health Claims and Death Claims.

**Roles & Responsibilities:**

* + Conceptualizing and Designing Test Cases for Integration and User Acceptance Testing for the project
  + Providing technical support during testing phase

**Project 7:**

Name: Strategic International Payment Correspondence (SIP-C) / MULL Phase 3

Duration:  Jan 2011 – March 2012

Tool: Pega V 5.1

Role: Developer

**Description:**

The Strategic International Payment Correspondence (SIP-C) application uses Pega Rules Process Commander (PRPC) and the Pega Smart Investigate framework to provide a workflow system for international payments exceptions and investigations. The MULL Phase 3 is the extension of Strategic International Payment Correspondence (SIP-C) where we introduced the new functionalities like Diarizing, Auto-Ack and Reports.

**Roles & Responsibilities:**

* + Worked on the design and development of overall functionalities introduced as part of MULL.
  + Involved in preparation of Unit Test Scripts and Test logs.
  + Involved in peer testing, debugging and documentation during all phases of the project.
  + Involved and provided support in fixing issues during testing phase.

**Education:**

* BE (EEE), Government College of Engineering - Bargur, Jun 2006 - May 2010
* HSE, Bharathidasanar Matric HSS - Arakkonam, Jun 2004 - May 2006
* SSLC, Bharathidasanar Matric HSS - Arakkonam, Jun 2002 - May 2004

**DECLARATION:**

I, Preethi Konkala Rameshbabu, do hereby confirm that the information given above is true to the best of my knowledge.

Place: Chennai                                                                                     Preethi K R