# BHARAT SHUKLA
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## EDUCATIONAL QUALIFICATIONS

MS in Computer Science from University of Texas at Arlington (Current)

Bachelor of Engineering (Information Technology) from K.C college of engineering, University of Mumbai (2017)

## PROFESSIONAL CERTIFICATIONS

- Programming for Everybody - Getting Started with Python (**Issuing Organization**: Coursera **Issue Date**: April 2020)

- Pega Certified Senior System Architect (**Issuing Organization**: Pegasystems **Issue Date:** March 2018)

- Pega Certified System Architect (**Issuing Organization**: Pegasystems **Issue Date:** January 2018)

## PROFESSIONAL EXPERIENCE

- Senior Software Associate (Pega Certified Senior System Architect) Nov 2017- March 2020

## PROJECT WORK

1. **FormFile**                                                        July 2019- Feb 2020
**Client:** Atos(UK)

The objective of the project Formfile is to provide students a simple responsive User interface, that transits seamlessly between multiple Applications using the existing UniDays app. It will allow students to manage the tedious and scattered tasks, all in one place while they are away from home for the first time. This pilot project was build on the SOLID concept and the scalable build approach will allow Atos to rapidly roll-out a more sophisticated product across the rest of the UK student population within a year

**Responsibilities:**

- Design the structure of the data model.
- Worked on the creation of end-to-end use case & logic build.

- Also worked on Release and deployment of code.
- Worked on PHP Webapp for triggering the mashup.
- Bypassing Pega Authentication from Webapp, securely using HTTP headers.
- Worked on enabling SSL in Pega and Web App.

**Technology:** Pega Platform v7.4, HTML, CSS, Javascript, PHP, PostgreSQL

**2. Identity Management**                                    February 2018- December 2018
**Client:** Telenet (Europe)

The purpose of the project is to come up with a seamless Omni Channel experience to cater to all the Customer needs & queries. Darwin is the One-stop solution to cater to all the customer complaints & demands, may it be Mobile, Broadband, or TV, etc.

**Responsibilities:**

- Worked on creation of end-to-end use case & logic build.
- Worked on exposing services from Pega & creation of service contracts along with JSON structure for the request to be served.
- Worked on Rest Connectors to consume form OCAPI.
- Worked on data transform, activities, data pages, flow, etc.
- Also performed System testing for a few use cases.

**Technology:** Pega Platform v7.3

**3. SpiderNet Application on Customer Service Framework**        January 2019- March 2019

SpiderNet is an EAI Systems in-house project which serves products in different lines of business which includes retail and business. Implementing Social Integration on social media websites like Twitter and Facebook.

**Responsibilities:**

- Registered Twitter app on the developer's portal.
- Created Twitter case type and Setup NLP.
- Created Data Pages, Activities and Request-Response data types.
- Created Section to reply on a Twitter post using Pega portal.

**Technology:** Pega v7.2, HTML, CSS, Bootstrap

**4. Case Management System**                                    March 2019- May 2019

Case Management System is BPM based Pega application. This application is used for gathering details of Candidate, Customer and also manages tasks which are used by the HR department.

**Responsibilities:**

- Created Data Transform to pass data from parent case to child sub-cases.

- Created Activities to retrieve and send data.
- Worked on Rest to expose services.
- Configured Service Email rule.

**Technology used:  Pega v7.2**

**<u>TECHNICAL SKILLS</u>**

PEGA Rules Process Commander (PRPC v7.4), MySQL, HTML, CSS, JavaScript, PHP, Bootstrap, Java, JSP & Servlets, JDBC, PostgreSQL, Android Studio