Harsh Soni

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Location: Brussels, Belgium

PROFESSIONAL SUMMARY

Accomplished **PEGA Lead System Architect** with 14 years of experience in designing, developing, and delivering enterprise-grade PEGA solutions, with a proven track record of **leading development teams** and **managing multiple projects simultaneously**. Extensive experience across Telecom and Banking domains, leveraging various PEGA versions to implement scalable, efficient, and business-aligned solutions.

As a **Development Team Lead and Ad Interim Product Owner**, I have successfully directed cross-functional teams (JAVA, Linux Infra, Operations) ensuring smooth collaboration and timely delivery of complex projects. Skilled in handling multiple initiatives concurrently, balancing competing priorities while maintaining high standards of technical execution. Expertise includes **PEGA CASE Management**, **Theme-Cosmos applications**, and **integration technologies** such as REST, SOAP, JMS, and FILE, as well as driving projects through the **Agile-Scrum methodology**.

I specialize in **end-to-end solution design**, **Maintaining business relationship, Steering multiple cross technology team**, from requirement gathering to technical architecture and implementation. Proficient in **background and batch processing**, with strong experience in **UI/UX design** and **localization** of applications for multi-language support. Focused on reusable, object-oriented component design, aimed at reducing development effort and improving system scalability.

Recognized for **leadership and mentorship skills**, fostering a collaborative team environment while promoting Agile principles and continuous learning. Adept at working with business stakeholders, operations, and IT teams to deliver tailored solutions that enhance productivity, reduce costs, and meet business goals. Committed to delivering high-quality, innovative solutions while managing and optimizing resources across multiple projects.

TECHNICAL SKILLS

Technology	PEGA PRPC v8.x, 7.x, 6.x, Java
Scripting Languages	HTML, CSS

Technical Tools	ALTOVA XML Spy, SOAP UI, Swagger editor, DxSI
AGILE Tools	JIRA, Collibra, Azure TFS
Database Tools	Oracle, SQL Developer, PostGre
Application Server	Tomcat, WebSphere

EDUCATION QUALIFICATION

Course	YEAR	Percentage	Institution
Bachelor of Engineering	**2007-2011**	**72**	**RGTU, Bhopal, India**

CERTIFICATIONS

NAME	YEAR
PEGA CERTIFIED LEAD SYSTEM ARCHITECT	**2020**
PEGA CSSA	**2015**
PEGA CPBA	**2019**
PEGA CUIS	**2019**
PEGA CSA	**2011**

TECHNICAL EXPERTISE IN PRPC

- **COE Activities:** Actively participating in and coordinating PEGA Center of Excellence (COE) activities, ensuring high standards of development and governance.
- **Integration Expertise:** Extensive experience with integration technologies, including REST, SOAP, JMS, FILE, EMAIL, and CMIS.
- **PEGA Technologies:** Strong expertise in Theme-Cosmos based applications, PEGA CASE Management, Queue Processor, Job Scheduler, and built-on applications.

- **Agile Methodology:** Skilled in Agile-Scrum methodology, including experience working on RFP Proof of Concepts, requirement gathering, analysis, and technical design.
- **UI/UX & Localization:** Experience in PEGA UI development, including Skin rules, Portals, SLA, Bulk Processing, and application localization into multiple languages.
- **Object-Oriented Design:** Focus on reusable, object-oriented component design to reduce development effort, enhance application maintenance, and minimize customizations.
- **Cross-Team Collaboration:** Adept at collaborating with various IT teams including Business, Operations, and Testing teams to ensure seamless project delivery.
- **Leadership & Mentorship:** Strong team leadership and mentorship skills, fostering continuous learning and promoting Agile practices within teams.
- **Continuous Learning:** Passionate about learning new tools and technologies, and actively encouraging innovation and best practices in the workplace.
  Recognized for delivering high-quality solutions in PEGA, with an emphasis on efficient system design, scalability, and reusability.

Roles and Responsibilities

Resource Planning: Actively working with Tribe Scrum master to assess and plan the resources for upcoming and existing project engagements.

Effort Estimation: Accurately assess project requirements to estimate the time and resources needed for successful execution.

Design Prototyping: Develop and present design prototypes to stakeholders, ensuring alignment with business needs and system capabilities.

Requirement Gathering, Analysis, and Documentation: Collaborate with business teams to gather and analyze requirements, and document detailed technical specifications.

Application Setup: Oversee the initial setup of PEGA applications, ensuring alignment with project architecture and standards.

Data Modeling Design and Setup: Design and implement data models that meet project specifications and facilitate efficient data handling.

Component Ruleset and Reusability: Focus on creating reusable components and rulesets to promote efficiency and scalability in application development.

Technical Design Creation and Review: Create and review technical designs, ensuring they meet both functional and technical requirements.

Code Review and Mentorship: Conduct code reviews and mentor development teams, ensuring adherence to PEGA best practices and coding standards.

CI/CD Promotion and Branching: Advocate for Continuous Integration/Continuous Delivery (CI/CD) processes and the effective use of branching strategies for version control.

Unit Test Case Review: Collaborate with the System Testing (ST) team to review and validate unit test cases, ensuring comprehensive test coverage.

Code Retrofitting: Adapt and refactor existing code to align with new requirements or improve performance.

QA Coordination and Defect Resolution: Coordinate with Quality Assurance (QA) teams to resolve defects, ensuring the delivery of a high-quality product.

Functional Testing and Defect Management: Actively participate in functional testing, managing defects from identification to resolution throughout the project lifecycle.

Hands-on Coding: Engage in hands-on coding, working on key elements like activities, harnesses, sections, reporting, validations, PAL, DB Trace, Tracer, parsing, flows, and routing.

RELEVANT PROJECTS

Current Projects: Asset Servicing , Settlements , Corporate actions, Tax

Location	Euroclear, Belgium
Client	Euroclear, Belgium
Domain	Financial Institution
Date	Jan 2023 – Present
Role	PEGA Development Lead

Project Description:

Currently handling multiple projects related to different business domains likes Asset Servicing , Settlements , Corporate actions and Tax. Most of the project are transformations program related projects wherein the aim is to upgrade legacy flows from Lotus Notes to latest technologies like PEGA, Power Platform using integrations with APIs and using Linux as a system. Currently handling 7-8 applications running in parallel either in implementation phase or as a part of production operations.

Project 2: Business Lending Risk Area

Location	Cognizant, Belgium
Client	ING, Belgium
Domain	Telecom
Date	Feb 2021 – Jan 2023
Role	Senior Associate Projects

Project Description:

Monitor Alert is an alert monitoring in tool in risk area in Banking. Based on the non-payment of the loans by the end customers due various reasons alerts are generated by external system and passed on to PEGA for case creation and case handling to make a decision about customer. Which further allows whether customer is a regular defaulter or customer problem can be solved by way of refinancing options.

Project 3: Master customer order management

Location	Proximus, Belgium
Client	Proximus, Belgium
Domain	Telecom
Date	April 2015 – Jan 2021

Role	Senior Associate consultant

Project Description:

MCOM is telecom order management application wherein MCOM is orchestrating the whole process of order fulfilment from end to end. This application integrates with more than 20 interfaces for achieving end to end order fulfilment. MCOM interaction with external system by using PEGA powerful integration capabilities using Soap and JMS.

Project 4: Cable Tool

Location	Proximus, Belgium
Client	Proximus, Belgium
Domain	Telecom
Date	August 2016 – 2017
Role	Senior Associate consultant

Project Description:

Objective of the project is to facilitate the follow up of damage cases and reduce the cost of this process. When any damage is done on Proximus infrastructure by any third party a case is introduced in PEGA by technicians after the repair is done on the site and Process for claim of money due to damages is done. Allow CDR teams to follow up the payment of damages done by Proximus to 3rd Parties and cable moves request by other parties. Allow automatic case closure when payment is done.

Project 5: Group Pep Management tool

Location	Cognizant Technology Solutions, Pune
Client	Lloyds Banking Group, UK
Domain	Banking
Date	Jan 2012 – March 2012
Role	PEGA Developer

Project Description:

Business objective is to develop a tool to group-wide manage the financial crime risks associated with higher risk customer classified as Politically Exposed Persons (PEPs).

The tool will also manage cases related ti High Risk Individuals (HRIs) and High-Risk Reporting (MRR)

Group PEP Management tool (GPMT) will resolve the current fragment approach across division and business units in relation to the management of PEP risk reviews and will allow consistent management reports to be produced on a group basis.

Project 6: FSU Global Roll out

Location	Cognizant Technology Solutions, Pune
Client	Lloyds Banking Group, UK
Domain	BFS - CSP BPM
Date	Apr 2012 – Jun 2012
Process	Application Development
Role	Developer

Project Description:

FSU Global roll out is a project which will be having various new jurisdictions coming in to
Picture like Australia and several other jurisdictions. There will be mass enhancement in the
Functionality of FSU regarding various payment types.

PERSONAL DOSSIER		

Date of Birth	:	16-09-1989
VISA Details	:	European L card.
Languages known	:	English, Hindi

DECLARATION

I hereby declare that all the above written particulars are true to the best of my knowledge and belief

Harsh Soni