**CHENNA REDDY MARREDDY**

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**Professional Summary:**

* Over 11 years of experience in the IT industry, specializing in design, implementation, and administration of PEGA (Pega 6, 7, 8, and Pega Infinity).
* Proficient in requirement analysis, design, addressing environment issues, and implementing configuration changes.
* Expertise in Smart BPM and DSM frameworks.
* Extensive debugging skills in PRPC using tools such as TRACER, Clipboard, and PAL.
* Experienced in various phases of the SDLC, including system analysis, design, development, unit testing, deployment, and support of enterprise applications using Agile methodologies.
* Skilled in installation, configuration, hotfix deployments, and other tasks to ensure the smooth operation of the Pega PRPC runtime environment.
* Proficient in deployments, configuration changes, and environment maintenance.
* Expertise in Pega updates, upgrades, and migration with WebLogic app server for various environments, including production.
* Expertise in REST integration with Pega & Non-Pega applications
* Experienced in Pega automation build and deployment using shell scripts, Jenkins, and Octopus.
* Managed certification renewals within Pega applications.
* Extensive experience with Pega Cloud, AWS Cloud, Docker, and containerization.
* Knowledgeable in Pega DX API

**Education:**

* Bachelors in Electronics & Instrumentation Engineering in 2010

**Certifications:**

* CSA - PRPC Certified System Architect v 6.1 (November 2012)
* PRPC Certified UI Specialist V7.1 (May 2016)
* CSSA - PRPC Certified Senior System Architect V7.1 (January 2017)

**Technical Skills**

| BPM Product | PEGA (PRPC) 8.x,7.x, 6.x, Smart Dispute, DSM. CLM |
| --- | --- |
| PRPC Skill Set | Integration, User Interface, SOAP Connectors, Rest, Security, Class Design and Flow Rules, Pega Ugrade, Pega Installation, Pega Deploy Manager. |
| Methodologies | Waterfall, Agile/Scrum |
| Languages | SQL, XML |
| Databases | Oracle, SQL Server, PostgreSQL |
| Platform | On-premise, Pega Cloud, AWS |

**Projects Executed:**

**Current Employer: Trellis Technology Solutions LLC April 2024 – Till Date**

**Project: Grants / Baxter**

**Role: Sr Pega Developer - Sr Pega Architech**

**Project description:** GRANTS is a Pega applications providing services to event advisers / show / meeting conductors of Baxter. GRANTS application will arrange approvals by verifying designation details with other system Workday and LDAP. Upon verifying the designation details the budget Approvals will send to users on the related requests.

**Responsibilities:**

* Lead and oversee the architecture and design of Pega applications..
* Collaborate with business stakeholders, project managers, and other architects to define project scope and requirements.
* Design end-to-end Pega solutions, ensuring alignment with business goals and technical standards.
* Create high-level and detailed design documents, including class structure, process flows, and integration points
* Provide technical guidance and support to development teams.
* Ensure the use of best practices and coding standards in Pega development.
* Perform code reviews and provide feedback to developers.
* Reviewing project requirements and translating them into technical designs.
* Leading architecture review meetings and ensuring alignment with best practices.
* Collaborating with developers to resolve technical issues and provide guidance.
* Conducting code reviews and providing feedback to ensure quality standards.
* Engaging with business stakeholders to gather feedback and refine solutions.
* Monitoring application performance and implementing optimization strategies.
* Preparing and delivering training sessions for the development team.

**Environment**: PEGA PRPC V8, Postman, JIRA, Json, SQL Developer, Pega Cloud

**Project-VI**

**Employer: Baxter October 2023 – March 2024**

**Project Name: Grants**

**Role: Sr Pega Developer - Sr Pega Architect**

**Project description:** GRANTS is a Pega applications providing services to event advisers / show / meeting conductors of Baxter. GRANTS application will arrange approvals by verifying designation details with other system Workday and LDAP. Upon verifying the designation details the budget Approvals will send to users on the related requests.

**Responsibilities:**

* Design end-to-end Pega solutions, ensuring alignment with business goals and technical standards.
* Create high-level and detailed design documents, including class structure, process flows, and integration points
* Provide technical guidance and support to development teams.
* Perform code reviews and provide feedback to developers.
* Reviewing project requirements and translating them into technical designs.
* Leading architecture review meetings and ensuring alignment with best practices.
* Collaborating with developers to resolve technical issues and provide guidance.
* Conducting code reviews and providing feedback to ensure quality standards.
* Engaging with business stakeholders to gather feedback and refine solutions.
* Monitoring application performance and implementing optimization strategies.
* Preparing and delivering training sessions for the development team.

**Environment**: PEGA PRPC V8, Postman, JIRA, Json, SQL Developer, Pega Cloud

**Project-V**

**Employer: CommonWealth Bank January 2021 – August 2023**

**Project Name: DAISY 2.0**

**Role: Operations Senior Analyst - Sr Pega Developer**

**Project description:** SMART DAISY(Dispute Acceleration & Investigation System) is a Pega applications providing smart dispute services to Credit/Debit card holders of Commonwealth Ban of Australia. DAISY application will process disputes by verifying transactions details with other system like FRAUD and MASTERCARD. Upon verifying the transaction details the correspondence will send to customer on the related disputed transactions.

**Responsibilities:**

* Representing Off-Shore Dev, Platform & Support team and reviewing code and definition of done.
* Expertise in Pega Update / Upgrade & Migration.
* Leading Platform and Release management support team from offshore.
* Monitoring incidents and make sure to provide response and resolution on time.
* Coordinating with Dev team for bug fixes and work to deployed in time to prod.
* Providing suggestions to Development team in terms of application performance.
* Involving in dispute application related Change requests planning and implementation.
* Certificate maintenance and renewals in Application for different API’s.
* Performing TVT (Technical Verification Test) post any change or Linux patch to servers and certificate renewals.

**Environment**: PEGA PRPC V7 & 8,SMART DISPUTE, JIRA, Json, XML, SQL Developer.

**Project-IV**

**Employer: Infosys**

**Client: Cisco March 2020 – January 2021**

**Role: Sr Pega Developer**

**Project description:** GSLO is an application to track customer requests for network related hardware replacement. The application had abilities to track shipment of new, failed, and refurbished network related hardware parts across the globe. Field technician is the first person who’ll get in touch with the customer upon customer request if the issue persist with hardware part. He’ll verify the product and its warranty and suggest for the further actions to be executed.

**Responsibilities:**

* Leading Platform and Release management support team from offshore.
* Monitoring incidents and make sure to provide response and resolution on time.
* Preparing non-prod environments to test for each release.
* Coordinating with Development, Testing & Production support teams for releases.
* Providing suggestions to Development team in terms of application performance.
* Involving in application related Change requests planning and implementation.
* Representing Off-Shore team in scrum meetings.
* Subject Matter Expert for Pega Upgrade.

**Environment**: PEGA PRPC V7, SOAP UI, Pega Cloud, JIRA, XML, SQL Developer.

**Project-III**

**Employer: Mphasis**

**Client: Charles Schwab Feb 2019 – March 2020**

**Role: Delivery Module Lead - Pega Developer**

**Project description:** Charles Schwab one of the largest banks in USA, using myQ application to create account related cases like Disputes on Wire transactions, share trading etc. This application receiving data from upstream application and create cases and then pass cases information to downstream application. Bix is one of major configurations for myQ application to fetch bulk data from DB and feed batch services of other front-end applications which will help analyze the data further to serve customer better.

**Responsibilities**:

* Leading smart dispute development team from offshore.
* Monitoring incidents and make sure to provide response and resolution on time.
* Preparing non-prod environments for Testing in each release.
* Coordinating with Development, Testing & Production support teams on releases.
* Providing suggestions to Development team in terms of application performance.
* Involving in application related Change requests planning and implementation.
* Representing Off-Shore team in scrum meetings.
* Subject Matter Expert for Pega Upgrade.

**Environment**: PEGA PRPC V7, SMART Dispute, SOAP UI, JIRA, XML, SQL Developer, SQL server.

**Project-II**

**Employer: Accenture**

**Client: Warner Bros. May 2017 – April 2018**

**Role: Pega Developer**

**Project description:** Warner Bros. leading media producer and distributer. TOPS Application will allow Warner Bros. customers to order media components like Movie, Trailer, Current season etc. Customers can order various media components based on their territory, region. Customers also availed to select their specifications in the order in terms of Master copy, Audio only, Subtitles, Close captions etc. Business reps have privileges to change order details on behalf of customers based on their request and availability of any media components in their region. This Application also allows customers to cancel their orders based on airdate’s availability.

**Responsibilities**:

* Involved in Design for the workflows and the integration places.
* Created reports using Report Definition.
* Created Validation rules for performing business validations.
* Created Decision Rules like When condition, Decision Table, Decision Tree and Fork.
* Created Declarative Rules like Declarative Expressions, Constraints, Declare On Change.
* Extensively used debugging tools like Clipboard, Tracer, and Live UI for troubleshooting.
* Coordinate daily Scrum Meetings, Sprint Planning, Sprint Review, and Sprint Retrospective.
* Worked with Product Owner and team in analyzing and understanding the requirements.
* Creation of Activities for implementing core business logic.
* Good knowledge on Connect-Soap, Service-File, Parse Delimited.
* Configured Data-Email accounts that will send correspondence (Emails) as part of flows.
* Worked as Release coordinator for packaging the rules, setting up the access groups.
* Incorporated Sections Layouts in flow actions and harness.

**Environment**: PEGA PRPC V6.3, SOAP UI, JIRA, XML, SQL Developer, Pega Cloud.

**Project-I**

**Employer: Datamatics(2013 to 2014) & Accenture(from 2014)**

**Client: KPN April 2013 – May 2017**

**Role: Pega Developer &Administrator**

**Project description:**KPN Business Market Division of KPN needs an application to provide business to the telecom customers. This Application will allow KPN customers to select various mobile services along with products. Customers can select various products based on discounts on various Orders like Initial order, Change Order, Move Order. Business has privileges to change product codes and promotions as well as discounts on any product or any promotion. This Application also allowed Broadband customers to change their Broadband from other Brands to KPN as well as carrier technology from Basics, Copper to Fiber technology.

**Responsibilities**:

* Involved in Design of class Structure, Properties, Activities, Flows and Services.
* creation of User Interface (Harness, Sections, Portal) and reports.
* Dealing with Application Configuration, guiding & supporting Development team.
* Installation of Pega, WebLogic Applications.
* Pega Server restarts, debugging, maintenance at server level.
* Deployments, Server Configurations.
* Implemented Build & Deployment Automation tool for Pega.
* Have Experience in CICD & Agile scrum methodologies.
* Used Jira & HPALM ticketing tools.
* Working in DevOps model team.
* Upgraded Pega6.2&7.1.7to 7.2 in several environments.
* Pega UAT, Pre-Prod & Prod environment setup with webservers from scratch.

**Environment**: PEGA PRPC V6.2, SOAP UI, JIRA, XML, SQL Developer.