# Nagendra Pilla

**Senior System Architect**

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# Executive Summary

Skilled PEGA Developer produces diverse and successful solutions for various clienteles. An agile creator of curate software solutions designed to precisely fulfill customer needs. An enthusiastic provider of impactful design and support services from initial planning phases through post-deployment support needs. I have exposure to both Waterfall and Agile Methodologies. I consider myself self-motivated, flexible, dedicated, approachable, and a quick learner.

# Professional Snapshot

* With over **15 years** of total experience in the IT industry, I bring **a** **decade** of expertise in **PEGA** alongside 6 years of extensive experience in **Java/J2EE and Mobile technologies**
* Certified as a **Senior System Architect (CSSA)** in PEGA, proficient in the PEGA Implementation cycle. The implementation cycle includes PRPC development, testing, bug tracking, fixing, and deployment.
* Developed hierarchical class structures based on PEGA best practices and Guardrails, security rules based on roles and privileges, configured agents, service rules, connectors, data models, process flows, business logic definitions, and user interface designs using Smart Build BRE of PRPC.
* Expertise in PEGA Rules Process Commander (PRPC) **Case types, Flows, Flow Actions**
* Designed **agents, job schedulers, SLAs**, and correspondence to meet goals and achieve productivity by utilizing available resources.
* Experience in troubleshooting and performance tuning of PRPC applications using **Rules Inspector, Clipboard, Tracer, PAL, and Log Analyzer.**
* Experience in building and implementing **SOAP/REST** **API** web services and consuming external web services from PEGA PRPC by creating Service and Connector rules.
* Experience in migrating rules across various environments by creating **Product rules**. Experience in creating Report Definitions and **Data pages** in PEGA to retrieve data and process transactions.
* Good experience in working with team members from vendors, product owners, and internal departments to coordinate activities across multiple applications.
* Performed Unit and Integration testing on Web services implementation via **Soap-UI and Postman** tools.
* Proficient knowledge in many areas of PRPC, including **Activities, Data Transform, Decision Rules, DSS, Binary Files, Functions, and Reporting features.**
* Good knowledge in RDB methods, File Listener, Work Queue/Work Group.
* Created Decision rules like **Decision Table, Decision Tree**, When Condition, Map Value Declarative Expressions, Constraints, and Obj-Validations.
* Having very good knowledge in Remote Tracing and **Admin Studio**.
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**Certification:**

**Certified PEGA Senior System Architect (CSSA)**

**Certified PEGA System Architect (CSA)**

**Certified PEGA Decisioning Consultant**

**Java SCJP 5.0**

**Certification URL:**

# [https://academy.PEGA.com/verify-certification?email=P-V-V-NAGENDRA.KUMAR%40CAPGEMINI.COM](https://academy.pega.com/verify-certification?email=P-V-V-NAGENDRA.KUMAR%40CAPGEMINI.COM)

**EMPLOYMENT RECORD:**

* + Worked as a Senior Consultant **Capgemini** from February 2023 to May 2024.
  + Worked as a Senior System engineer **Kumaran** **Systems** from April 2022 to January 2023
  + Worked as an Associate Consultant for **Tata Consultancy Services** from May 2016 to March 2022
  + Worked as an Associate Technical Lead at **Kony IT Services Pvt. Ltd**. from March 2011 to May 2016
  + Worked as an Associate at **Cognizant** from October 2008 to March 2011.
  + Worked as a Software Engineer at **Hexaware** from August 2007 to September 2008

**Academics**

* **Master's in Computer Applications (MCA**) from **Andhra University** completed in **2005.**
* **Bachelor of Science** from **Andhra University**, completed in **2002**

**Areas of Expertise**

|  |  |
| --- | --- |
| **BPM** | **PEGA-PRPC V6x,7.1,8.1,8.8 versions** |
| **Languages** | **Java 1.4, J2EE, KonyIDE-Mobile**  **JavaScript.** |
| **PEGA Frameworks (Known)** | **CLM&KYC, Sales Automation** |
| **Application Server** | **Tomcat, Web sphere, and WebLogic** |
| **Databases** | **Oracle, MySQL, DB2,SQL,PL/SQL** |
| **Automation** | **Selenium-Web Driver (Java)** |
| **Tools** | **Soap UI, Postman, Jira, Eclipse IDE, Jenkins, Maven** |
| **Methodologies** | **Waterfall- SDLC, Agile/Scrum,** |

# Key Accomplishments

* Worked on the Client's Premises alongside business owners and sorted out functional requirements, converting them into technical aspects.
* Streamlined the process by creating documents like Application understanding, Low-level design document, and Client induction document
* Worked on multiple Banking & Finance projects with a good domain knowledge.
* Educated and trained the team with the new processes.
* Very good at exploring applications and successfully moved them into the production environment when there is no documentation available for that application

# Project Annexure:

**Organization: CAPGEMINI**

**Project Name : SME Credit Lending   
Client: HSBC Bank   
Duration: Feb- 2023 to May-2024  
Role: Team Lead/Developer**

**Environments**: PEGA PRPC 8.8.1, Oracle DB, Confluence, JIRA, Service Now, Postman

**Project Description**: SME Credit Lending aims to streamline the current manual process for applying for credit lending and loan disbursement. This process involves verifying the type of loan, whether it is Islamic or conventional, and ensuring the disbursement of the loan to the customer's account. Once the Relationship Manager (RM) confirms the availability of loan lines in the HUB and verifies the securities documents in the HUB, the Operations (Ops) team proceeds with control limit, LNL (Loan to Net Worth) and security verification. Successful completion of this step triggers a request to the Corporate support (CIB) team to initiate the Commodity Process & Murabaha sale contract. In case the verification fails, the request is sent back to the RM for Loan line creation.

**Key Responsibilities:**

* Worked on PRPC OOTB (Out-of-the-Box) rules such as sections, harnesses, controls, portals, report definitions, when rules, data transforms, decision tables, flows, flow actions, declare expressions, SOAP integrations, activities, service declarations, file listeners, and agents.
* Debugged applications using clipboard, tracer, UI inspector, and loggers.
* Developed activities, steps, methods, and error handling.
* Using Pega Event Strategy interacted with external HUB system by subscribing to or publishing events.
* Created Work Objects and Process flows according to customer requirements.
* Designed and implemented complex user interfaces using Sections, Harness, and HTML stream rules.
* Extensively used REST-Connectors to integrate with external web services.
* Worked closely with system analysts and system architects on project requirements before the design and coding phase.
* Integrated applications with third-party systems using integration-connectors like SQL and SOAP.
* Analyzed business requirements and converted them into Functional requirements.
* Worked on moving the code to higher environments and production deployment.
* Collaborated with cross-functional teams and external systems while interacting with them for service consumption.
* Participated extensively in designing application security, which involved setting up Access groups, Access Roles, Operators, Application ID, Org Divisions, Org Units, and Work groups.
* Demonstrated excellent verbal and written communication skills, comfortable with interacting with people from all levels and various parts of the business.
* Created Class structure, Workflows, and Rule sets in PEGA PRPC.
* Expertise in analysis, design, development, and managing Workflows, Class Structure design, User Interface (UI), creating various Flow Actions, Activities, Correspondence rules, and Security in the PRPC application.
* Ensured that the business and technical architecture of the delivered solution related to PEGA PRPC (PEGA Rules Process Commander) matches customer requirements.
* Interacted with Business users to understand Use Cases and requirements.
* Created Decision Rules (When condition Rules, Decision Tree Rules, Decision Table Rules, and Map Value Rules) and Declarative Expressions as per requirements.
* Created Correspondence rules and SLA to send Email and letter notifications to appellants on approval or rejections.

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**Organization: Kumaran Systems**

**Project Name : LCMS-Fraud Investigation  
Client: CIBC-Canada  
Duration: April 2022 - January** **2023  
Role: Team Lead/Developer**

**Environments**: PEGA PRPC 8.8.1, Oracle DB, JIRA, Service Now.

**Project Description**: This process outlines the LCMS Fraud Alerts which prompts an investigation by the Fraud investigator to determine if an application passes or fails the review and is reported on Citadel. Daily, Fraud Investigators will monitor and investigate.

Citadel alerts. The Fraud Investigator will review the credit application and landing documents in support of their investigation. Fraud Investigator reviews applications for potential fraud red flags. Capture results of the investigation in the FCI tracker, loan notes, and emails with the summary outcome to other teams.

# Key Responsibilities:

* Working in PEGA center of excellence (COE) team to provide support of the functional and technical guidance for transformational initiatives that use PEGA technology in CIBC Project.
* Supported end-to-end user acceptance testing for developed products to support client satisfaction and address complaints.
* Designed and implemented technical solutions for various business process management tasks.
* Designed enterprise-grade solutions for large-scale clients, customizing various metrics and characteristic each client's needs.
* Worked with Business users, Business Leads, and Business Analysts to define business requirements for designing, testing, and building PEGA systems solutions to meet those requirements.
* Coordinated with testing team members to clarify all doubts.
* Lead the team of 5 junior developers for the CIBC Application and trained them in to PEGA.

**References:**

**JAYANDAN KRISHNAKUMAR, Mobile: +**91 9345682823, [jayandan@kumaran.com](mailto:jayandan@kumaran.com)

**SHASHANK, +**91 9094249292**,**[ShashankRanganathan@kumaran.com](mailto:ShashankRanganathan@kumaran.com)

# Organization: TATA CONSUTANCEY (TCS) July-2016 - March-22

**Project Name1: PWI-Migration & Wire Payments   
Client: Truist Bank-US**

**Role**: **Senior Developer**

**Duration: July-2020 to March-22**

**Team Size: 5, Environment: PEGA 8.1, Web Sphere, Tibco.**

**Environments**: PEGA 8.1, Oracle DB, Confluence, JIRA, ServiceNow.

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Project Description: The PWI Migration application migrated the existing BBIT customer profiles to Truist Bank. Based on the customer types, it will create the Profile ID and generate the Welcome for the Authorized Representative. Once the AR receives the Profile ID, they can change the PIN through IVR and initiate the wire transfer later.

**Key Responsibilities:**

# Participated in design discussions and internal/external design reviews with the Scrum Team.

# Created process flows and properties based on the requirements.

# Extensively worked on the integration part of PEGA PRPC.

# Worked on the Connect-REST and Connect-SOAP rules.

# Worked extensively with Clipboard and Tracer tools to trace hard-to-find defects.

# Built and configured case management applications by defining multiple stages and processes.

# Created reports using List View, Summary View, and Report Definition rules.

# Developed Connect REST rules to support interactions between PRPC and external systems.

# Involved in planning and executing unit testing and user acceptance testing.

# Prepared analysis and application deployment documents according to PRPC coding standards.

# Worked with QA for testing and resolving defects at different levels of the application cycle such as DEV, QA, UAT, and PROD.

# Used HP ALM Quality Center for issue and project tracking.

# Unit tested and supported QA testing of applications.

# Implemented reports like List View, Summary View, and Report Definitions using PEGA to show reports available to business users and top management.

# Created product rules and migrated zip files from development to SIT, UAT, and monitored.

# Worked within agile methodology and Scaled Agile.

# Preparation and execution of unit test cases and troubleshooting and debugging.

# Worked on running Preflight for case management applications for variances with Guardrails, best practices, and browser compatibility.

# Participated in daily stand-up calls, Backlog Refinement discussions, Sprint Planning and grooming, and Sprint retrospective meetings.

# Participated in quick reviews given to the Scrum Team.

# Creation of Work Objects and Process Flows according to customer requirements.

# Worked with Agent rules and monitored them.

# Project Name 2: Vodafone Digital Automation

# Client: Vodafone, UK

# Duration: Aug 2019 to June 2020

# Role: PEGA Senior Developer

# Team Size: 5

# Environment: PEGA Rules Process Commander 8.1, JIRA, Service Now.

# Project Description: Service T: This application can be useful for creating the automatic case creation process of various case types based on the subject line of the attached CSV mail. It will create around 26 case types, and each case type passes through validation, processing, and completion stages. Once the Bulk Admin Operator validates the fields of the sheet, they will move the case to the respective next stages of the case.

# Customer Credit Assurance: The Customer Credit Assurance team sends a password-protected .XLS sheet from the mailbox. The PEGA application needs to extract that file and parse those values to create cases for each individual row in the sheet. The fields existing in the sheet need to be displayed in the case data. Once the CCA Operator logs into the system, they can see the cases in their work queue and move them into subsequent stages of the case.

**Key Responsibilities:**

* Involved in estimating of project requirements, User-Story discussions, Sprint Reviews
* Developed team communications and information for meetings.
* Conducting daily standup meeting and get the updates from the offshore team and provide the required guidance to team to achieve the sprint goals.
* Creating the Release notes, release related documentations and moving the code to higher environments and participating in live implementation plan
* Use Stories implementation.
* Implemented generic process for handling service failures. Involved in the defect fixing phase.

# Project Name: 3 Lloyds Banking Group

# Client: Lloyds Bank, UK

# Duration: July-2016-June 2019(Onsite UK)

# Role: PEGA Developer

# Environment: PEGA Rules Process Commander 6.0, Service Now, SOAP UI

# Project Description: AWD is a legacy automated work flow managing application, we migrated this application in to PEGA case management using the CPM framework. there are couple of process Account Closure Change of Address, Change of Name, ISA, CashISA, Junior Cash ISA, Help to Buy, Insurance all these process are created by case types and respective cases are moved in to WB, once Agents login to the system they are able to see the all of these cases and routing in to appropriate Manger to move the case for further stages.

**Responsibilities and Contribution:**

* Analyzing the Use case Documents and BR Documents.
* Use Case implementation.
* Implementing the business rules and validations.
* Creating the Sections, Flow Actions and when rules.
* Writing Custom CSS, HTML and JSP.
* Worked on the Activities and Correspondence

# Organization: KonyITServiceLtd

**Project Name: Citi Bank Mobile bank**

**Client: CITI Bank APACE**

**Duration: July-2011-May-2016**

**Role: Kony IDE Developer (Mobile Platform)**

**Environment**: JavaScript, Java, Websphere, Oracle, KonyIDE, KonyMiddleware

# Project Description: Citi Mobile is a mobile banking solution that allows you to access your account using a mobile device to view account related information, transfer funds, pay bills and much more.

# Smart Banking features:

* Citibank World Privileges – Whether here or abroad, you’ll see all dining, travel and shopping offers near you. Get maps for participating establishments!
* Find My Citi – Locate ATMs, branches and Citi gold centers near you.
* Transfer - Transfer funds between your accounts, including currency exchange at Citibank’s rate. Instant money transfers to other Bank’s accounts (through IMPS).
* Account Details- View account information, including latest transactions. Request for Statement on E-mail and much more.
* Payments - Pay mobile, Internet, television, utility and other bills.
* OTD - Open time deposits.
* FX Rates - View Citibank’s current exchange rates.
* Promotions -The latest Citibank promotions.
* Rewards Redemption – Redeem rewards items and miles.

**References**: **Sreenivasa Rao (garu1gsr@yahoo.com),** **Kumar Puli 91 – 9177924240(India)**

# Organization: Cognizant (CTS) Nov-2008 - March 2011

**Project 1: American Express Credit cards**

**Client:** American Express

**Duration: Sep-2010 to March 2011**

**Role: Java Sr Developer**

**Environment : Struts 1.1, jsp, Jdbc, Jboss 4.0.2,CMAX,DB2**

**Project Description**: This application enables American Express to capture applications online for 19 international markets. E-apply provides the online CreditCard Applications (Corporate, Personal, Co-brand), promotion sign-off forms, Upgrade offer applications, Bank loan processing. The Customer data captured on the web is stored in the E-acquisition database page by page.

The information so captured from the applicant should be aligned in the format as accepted by the downstream systems (i.e. GNA/SWAP/Capture Agencies). The scope ends with sending the applicant information to the downstream systems. The applicant information is temporarily saved in E-Acquisition and is sent to GNA or Intermediary Capture Agency at regular intervals through the batch process

**Roles & Responsibilities:**

* Developed JSP pages, for user interaction.
* Done Validations using Validation Framework, Action components
* Deployed application on Jboss 4.0.2
* Involved in Unit Testing and Integration Testing.

**Project 2 : NIKE-DCIT Production Support**

**Client**: **NIKE, USA**

**Duration: April 2009 – Aug 2010**

**Role**: **Java Developer**

**Environment**: **Java 1.5, ATG 9.0, Oracle 10g, JBoss, Eclipse,JSP, SQL, JDBC, SVN**

Nike is the company to manufacturing shoes and various sport wares and having the shops online applications to sell these products across the glob. Nike sells their goods by different modes, NikeStores, eComm Applications, Physical stores etc.   Nike DCIT – Support, gives the support to all eComm applications and Nike Store applications, It is containing mainly four groups, Nike Store, Batch Jobs, Nike ID and OMS (Order management System). Nike Store and Nike ID are the sites which are the one of the ways to sell out the Nike goods form various regions. Batch jobs are batch jobs running daily time to time according to business requirement needs, which are the script files to move the data one file to another and getting the data from one to another as well. OMS is the data base system, where the orders are placed in NikeID. It will maintain the status according to order fulfilment process.

**Roles & Responsibilities:**

* Supporting various applications of NIKE across the globe by 24/7
* Data Supporting Issues resolving (Tickets) by day to day according to severity (SL1, SL2, SL3 and SL4).
* Continuously monitoring the batch jobs.
* Involving to pare the daily score cards of various regions.
* Providing support to PCAT tool issues and all Nikefront-end issues.

**References:** **Bijudes Arputha dhas , Mobile : +1 971 344-2012 (US)**

**Project 3: DealerAskForFord**

# Client: FORD Motors Pvt Ltd, USA

**Duration: Nov-2008 -March-2009**

**Role**: **Java Developer**

**Environment**: **Java 1.4, SOAP Services, Eclipse, JSP, JDBC,**

**Organization**: Hexaware

**Project: Airline Core Systems Solutions**

**Client: Unisys Corporation, Eagan, USA**

**Duration: Aug -2007 to July-2008**

**Role: Java Developer**

**Environment: Java 1.4,EJB, Eclipse, JSP, SQL, JDBC, SVN**

**References: 1**.**Venkat Aravapalli, Mobile:** **+1 314 660 8189(US)**

# 2. Vinayaga Moorthy, Mobile:+91 09952968082(India)