**Nandhini Mani**

**+1 248 954 9958**

**Farmington Hills, MI**

[**Nandhinimani0591@gmail.com**](mailto:Nandhinimani0591@gmail.com)

**www.linkedin.com/in/m-nandhini-3a654517**

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**Professional Summary:**

* 11 plus years of experience in IT industry in those 8 years of experience in **Design** and **Implementation** of **PEGA Rules Process Commander (PRPC) BPM** Applications and 3 years of experience in Java, HTML and CSS based applications.
* Involved in complete **Software Development Life Cycle (SDLC)** starting from requirements gathering and performed Object-oriented analysis and design using UML. Followed agile development and delivery models.
* Experience in Design, Development, Migration and Deployment of PRPC (Pega RULES Process Commander) and Java based applications.
* Proficient in Pega Implementation cycle. The Implementation cycle includes PRPC development.
* Experience in implementing **web services** and consuming external **web** **services** from PRPC by creating Service and Connect rules.
* Experience with Web Scripting Languages; XML, CSS, JavaScript and HTML.
* Involved in problem solving, Time management & Process management.
* Have good knowledge in Activities, Flows, Sections, Flow actions, Declarative Rules, decision rules, Reports and Debugging using tracer, clipboard, Rules Inspector.
* Experience in troubleshooting & performance tuning of PRPC applications using Clipboard, Tracer and SMA.
* Defect fixing during the releases, unit testing, sending the release notes, involved in calls with other streams, supporting the team.
* Have knowledge in Pega Decisioning and Marketing Consultant.
* Worked in File Listener, Agents and Integrations
* Good knowledge of ORACLE & SQL Server Databases.
* Strong Analytical, Problem Solving, Debugging and Interpersonal skills.
* Have good experience in PDC.
* Have good knowledge of Rally

***Education:***

* M.Sc (Integrated) Information Technology, CEG, Anna University, India - April ' 2013

***Certifications and Project works:***

* Pega Certified System Architect v7.1
* Pega Certified Senior System Architect v7.2
* Lead System Architect v8.8

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| **Organization** | **Designation** | **Duration** |
| Tech Mahindra | Pega Lead System Architect | (03/2020) - till date |
| Virtusa Consulting Services | Pega Architect | (08/2018) - (12/2019) |
| Mindtree | Pega Architect | (05/2018) – (08/2018) |
| Cognizant Technology Solutions | Pega Architect | (04/2016) - (02/2018) |
| Crown Solutions India Pvt. Ltd.( Cognizant Technology Solutions) | Pega Architect | (11/2015) - (04/2016) |
| Binary Buddha Studio Pvt. Ltd. | Software Developer | (11/2014) - (11/2015) |
| Macrowebs Integrated Web Services | Software Developer | (04/2013) - (10/2014) |

**Technical skills:**

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| --- | --- |
| BPM | Pega PRPC V8, V7.4, V7.2.2, V7.1, V6 |
| **Technologies** | Java, J2EE, JSP, Oracle, SQL Server, Web Services, XML, HTML, CSS, JavaScript |
| **Application Server** | Apache Tomcat |
| **Databases** | Oracle, MYSQL, DB2 |
| **Operating System** | Windows 10, Win8, Win 7, UNIX. |
| **Tools** | JIRA, Rally, HP QC |

***Professional Experience:***

**Employer: Tech Mahindra Limited Aug’23 – till date**

**Clients: Navistar**

**Role: Pega Lead System Architect**

**Description:** Navistar Claim Processing application is built for handling the Warranty Claim Processing in Pega Existing System uses SOAP service to connect with the Pega Application to create Claim File and Claim Unit cases in the back-end and allowing the Assessor to work on the Claim Unit cases.

Navistar Extended Service Contract application build on warranty claim processing framework.

**Responsibilities:**

* Gathering the Requirement from clients and conducting grooming calls
* Sync Up with offshore on daily basis
* Monitoring Production environment
* Working on Production INC and Service Tasks.
* Working on future enhancement stories
* Implemented **Decision Rules** like When condition, Decision Tree, Decision Table
* Implemented **Declare Expressions, Declare Index, Validation** rules
* Worked in the Activities, Data pages, Connectors used as part of stories
* Worked on Agents.
* Good Experience in Reporting - Report Definition, Shortcuts, Categories
* Involved in defect management
* Monitored all Rules logs in the production to identify any critical issues impacting application performance.
* Good experience in debugging tools.
* Good experience in Pega PDC.

**Environment:**  PegaRULES Process Commander **PRPC 8.6** Db2, SOAP UI, XML, JIRA

**Clients: Ford Motor, Michigan Jan’23– Aug’23**

**Role: Pega Lead System Architect**

**Description:** Upgrading pega application from version 7.17 to 8.8.1 and Warranty Claim FW from version 7.17 to 8.8.1 This upgrade plan was executed for our application OWS from 7.x version to 8.x version.

**Responsibilities:**

* Finding the post upgrade issue
* Analyze the issue identified post upgrade
* Responsible of fix the issues identified during the upgrade
* Make every function present in the pega 7 application to be working in the pega 8 application as well
* PAL to discover application performance issues.
* Identify the potential issues or bugs and debug them by using PRPC debugging tools such as Tracer, Clipboard, log Files and System Management Application (SMA)/Admin Studio,
* Issue tracking, resolution and risk management
* Identify and communicate technical problems, processes, and solutions

**Environment:**  PegaRULES Process Commander **PRPC 7.1 to 8.8.1,** Postman, SOAP UI, XML, JSON, Db2, MySQL, CSS

**Clients: The Bank of Nova Scotia Jan’22– Dec’22**

**Role: Pega Lead System Architect**

**Description:** Upgrading pega application from version 7.17 to 8.6.1 and FSIF framework from version 7.15 to 8.6. This upgrade plan included four applications to be upgraded from 7.x version to 8.x version.

**Responsibilities:**

* Finding the post upgrade issue
* Analyze the issue identified post upgrade
* Responsible of fix the issues identified during the upgrade
* Make every function present in the pega 7 application to be working in the pega 8 application as well
* PAL to discover application performance issues.
* Identify the potential issues or bugs and debug them by using PRPC debugging tools such as Tracer, Clipboard, log Files and System Management Application (SMA)/Admin Studio,
* Issue tracking, resolution and risk management
* Identify and communicate technical problems, processes, and solutions

**Environment:**  PegaRULES Process Commander **PRPC 7.1 to 8.6.4,** Postman, SOAP UI, XML, JSON, Db2, MySQL, CSS

**Employer: Tech Mahindra Limited Aug’20 – Dec’21**

**Clients: Navistar**

**Role: Pega Lead System Architect**

**Description:** Project UTP (Used Truck Policy) built for providing applicable policies for the used truck vehicle dealer creates Used Vehicle Policies cases after filling the Vehicle, Account and Sales Information. Selected policies will send to the Billing and Registration file upon the case submission.

**Responsibilities:**

* Interacted with Business users to understand **Use Cases.**
* Developed application on existing framework layer.
* Handling client status call everyday
* Implemented Split Join and Split for Each. Decision rules like When, Decision Tables. Crated Case type, Data Type.
* Worked on Activities, Data Pages, Agents and File listener.
* Monitored pega logs.
* Involved in defect management.
* Responsible for managing the team to deliver the product in right time
* Responsible for demonstrating the product on every sprint end

**Environment:**  PegaRULES Process Commander **PRPC 7.1/ 7.4,** Postman, SOAP UI, XML, JSON, DB2

**Employer: Tech Mahindra Limited Aug’20 – Jan’21**

**Clients: Navistar**

**Role: Pega Lead System Architect**

**Description:** Navistar Claim Processing application is built for handling the Warranty Claim Processing in Pega Existing System uses SOAP service to connect with the Pega Application to create Claim File and Claim Unit cases in the back-end and allowing the Assessor to work on the Claim Unit cases.

**Responsibilities:**

* Implemented **Decision Rules** like When condition, Decision Tree, Decision Table
* Implemented **Declare Expressions, Declare Index, Validation** rules
* Worked in the Activities, Data pages, Connectors used as part of stories
* Worked on Agents.
* Involved in defect management
* Monitored all Rules logs in the production to identify any critical issues impacting application performance.

**Environment:**  PegaRULES Process Commander **PRPC 7.1,** Db2, SOAP UI, XML, JIRA

**Employer: Tech Mahindra Limited March’20 – July’20**

**Clients: PACCAR**

**Role: Pega Lead System Architect**

**Description:** Project PACCAR Registration and Warranty System (Warranty Claims) application built for providing warranty claims for the PACCAR Vehicles Dealer created a claim file case after submission, Claim Unit case gets created and upon Assessor’s action in the Claim Unit either Parts Return or Supplier Claim or Charge Back cases are created

**Responsibilities:**

* Interacted with Business users to understand **Use Cases** and **requirements**
* Created the reports using **Report Definition rule**
* Developed **Harness, Flow actions, Sections, Dynamic Layouts, Controls** based on the business requirements.
* Implemented **Decision Rules** like When condition, Decision Tree, Decision Table and Map Value Rules
* Developed **Service (Rule-Service-SOAP)** and **Connector (Rule-Connector-SOAP)** rules and corresponding activities to add web servicing capabilities to the application
* Implemented **Declare Expressions, Declare Index, Declare Trigger, Validation, Agents** and **Email Correspondence** rules
* Worked on integrating Pega application with external applications
* Worked on Scheduling agents
* Monitored all the Pega Rules logs in the production to identify any critical issues which could impact performance of application
* Involved in assigning tasks, design reviews , to see coding standards are maintained and Preparing TD Documents

**Environment:** Pega PRPC v7, JIRA, DB2, HP QC

**Employer: Virtusa Ltd March’19 – July ’20**

**Clients: Paypal**

**Role: Pega System Architect**

**Description:** PayPal operates worldwide online payments system that supports online money transfers. Compass gold is a pega system creates a disputes and account issues based on the request.

In this project the dispute management system with the integration of external system where as the dispute file will process and create dispute in Compass Gold system. Once the dispute is created it diverted into two parts. One is the auto dispute part and another one is the teammate review part based on the risk assessment check. In the teammate review part, teammate will take necessary actions on the dispute whether they can resolve or dispute it to processor along with necessary justifications.

**Responsibilities:**

* Interaction with Business users to understand **Use Cases** and **requirements**
* Requirement gathering and analysis
* Coordinating with BA and testing Team to complete the sprint stories
* Design and Development
* Worked in delivery of major user stories
* Actively involved in resolving of Jira tickets
* Worked in major regulatory Defect fixing during CQ/UAT/Production phases
* Enforce coding standards and guidelines
* Tracking & reporting defects through defect tracking system(Rally)
* Coordinated the daily status/ QA triage calls with onshore and QA team
* Attending the code review meeting to validate the code changes before pushing to live
* Testing - unit testing & integration testing
* Responsible for overseeing the Quality procedures related to the project
* Responsible for taking care of the defects raised in SIT and QA environment
* Responsible for managing the team to deliver the product in right time
* Responsible for taking care of Code Review before moving to higher environment

**Environment: Pega PRPC v7**, SQL Developer, CSS, HP QC

**Employer: CTS Dec’15 – Feb ’18**

**Clients: RBC**

**Role: Pega System Architect**

**Description:** CRS is an extension of other FATCA (U.S. Foreign Account Tax Compliance Act) regulatory requirements for 56 more countries. The CRS provides a common standard for: Collection of information by financial institutions (FIs) in Participating Jurisdictions, with respect to account holders who are residents (for the purpose of Taxation) in Reportable Jurisdictions, and Reporting of that information to the FI’s local jurisdiction tax authority.

## Responsibilities:

* Requirement gathering and analysis
* Design and Development
* Responsible for taking care of the Pega 6 to Pega 7 upgrade issues.
* Worked in delivery of 10 major use cases which includes conversion program, file loading, file processing through agents, integration connectors
* Worked in major regulatory Change Request during QA/UAT phases
* Created customizes reusable java script controls for UI and worked in CSS for the post upgrade issues
* Worked on defects of all the functionalities during QA/UAT/Warranty support
* Provided extensive support during CRS production implementation for 9 days to convert the existing cases and tasks to new class structure and loading/processing of CRS files
* Mentored Junior team members in technical level and process level
* Coordinating with BA and testing Team to complete the sprint stories
* Enforce coding standards and guidelines
* Testing - unit testing & integration testing
* Oversaw the Quality procedures related to the project
* Took care of the defects raised in SIT and QA environment

**Environment:** .Pega PRPC v6 and v7, DB2, HP QC

**Employer: CTS Nov’17 – Jan ’18**

**Clients:** BBA Aviation

**Role: Pega System Architect**

**Description:** Creating a travel request for the user who is planning to do the travel personally or for the business purpose. All the services are provided to the users through the third party services.

**Responsibilities:**

* Requirement gathering and analysis
* Design and Development
* Coordinating with BA and testing Team to complete the sprint stories
* Enforce coding standards and guidelines
* Testing - unit testing & integration testing
* Took care of the defects raised in SIT and QA environment

**Environment:** Pega PRPC 7, DB2, Jira

**Employer: BBS Nov’14 – Nov 15 ’**

**Clients:** Inspirock

**Role: Software Developer**

**Description:** Inspirock is a used to build your itinerary using free trip planner and user can choose their plan based on their interest, it will guide user to make the trip easier. Suggestions are given for User to book the trip based on the location and Interest user selected.

**Responsibilities:**

* Requirement gathering and analysis
* Design and Development
* Coordinating with BA and testing Team to complete the sprint stories
* Enforce coding standards and guidelines
* Testing - unit testing & integration testing
* Took care of the defects raised in SIT and QA environment

**Tools:** Java, JSP, Spring, HTML, CSS, LESS, Java Script, JQuery, MySQL, Ionic, JSON, Photoshop

**Employer: Macrowebs Pvt Ltd. April 13 – Oct 14’**

**Clients:** Sunshine

**Role: Software Developer**

**Description:** Billing application for real estate sale and website for them. Billing Page keeps the information of company details as well information related to their business including its name, Price, Description, Date of Purchase etc. and it will print the events list based on the filter provided. Printing Option enabled to print information in the sheet when purchase made by

**Responsibilities:**

* Requirement gathering and analysis
* Design and Development
* Coordinating with BA and testing Team to complete the sprint stories
* Enforce coding standards and guidelines
* Testing - unit testing & integration testing
* Took care of the defects raised in SIT and QA environment

**Tools:** Java, JSP, Spring, HTML, CSS, LESS, Java Script, JQuery, MySQL, Ionic, JSON, Photoshop