## Joanna P. Abinuman

**SUMMARY**

# A **Pega Certified Systems Architect (CSSA)** and Programmer Analyst with more than 16+ years of IT experience in software development.

# With over 7 years of experience in **Pega PRPC** implementation using the following versions: **v5.2, v5.4, v5.5, v6.1 v6.3, v7.1**

# With 7 years of solid experience in programming solutions for AS/400 with focus on RPG 400, RPGLE, CL and CLLE

# Possesses excellent analytical and troubleshooting skills

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**TECHNICAL SKILLS**

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| --- | --- |
| **Programming Languages** | PegaRules Process Commander (prpc), Java, Sql, XML, html, Javascript, jsp, RPG/400, CL, RPGLE, CLLE, AS/400 Development Toolkit |
| **Operating Systems**  **Databases**  **Pegasystems Framework** | Windows 98/2000/NT/XP/Vista, MS-DOS, IBM-OS400  IBM-DB2, MS-SQL Server, MS-Access, Oracle 8/9i  CPM, Insurance |

**EDUCATION**

* Reached 4th year of Computer Science in AMA Computer College Manila, Philippines

1989 – 1995

**CERTIFICATIONS**

* Pega v5.5 Certified System Architect (CSA)
* Pega v5.5 Certified Senior System Architect (CSSA)

**TRAINING COURSES**

* PegaSystems’ Pega Certified Senior Systems Architect (CSSA) (2011)
* Fast Track PegaRULES Process Commander – QBE Management Services (2009)
* PegaRules Process Commander (PRPC) Bootcamp – QBE Management (2009)
* Core Java and J2EE Training – Misys (2006)
* AS/400 RPG ILE and CLLE Training – Misys (2001)
* Core Programming for Graduates (Basic AS400, RPG400, CL) – Misys (1999)
* Integrated Technical Package Course for Equation – Misys (1999)

**PROFESSIONAL EXPERIENCE**

**KForce Global Solutions, Inc. Dec 2010 – Nov 2016**

**Pega Developer**

**AIG-Europe eXtra Application**

This flow-based application is used in creating New Business and Renewal case types of General Insurance products in AIG’s western European region. Its core features include case file creation from capture submission details to booking of policy, work and portfolio management, customer document and report generation.

**Responsibilities:**

* Joined the Production Support Team as Application Developer
* Extract new tickets from Dispatch Queue in ClearQuest and assign to the team
* Export tickets from ClearQuest to be used in the preparation of daily status report
* Clarification/verification of requirements from business users and/or team SME
* Preparation of Defect Analysis Document during Technical Design phase
* Coding and unit testing
* Provide peer technical review
* Provide test support during QA Testing
* Preparation of test pack to be used by testers in UAT
* Preparation of infra tickets for QA, UAT and PROD release

Environment: Pega PRPC v5.2, Oracle 10.2g, Sybase v15.5

**AIG-Japan Strategic Agency System (SAS) Core**

This core application is a shared service system used by the Co-registered agencies, captive agents and Sales support employees of AIG-Japan business units. Its functionalities include case management, quotation and application form creation, booking and settlement, leads target management, customer management, policy management, schedule management, claims management and document reports generation.

**Responsibilities:**

* Joined the project as a Developer member
* Involved in mobile development customizing selected core functionalities from desktop version of SAS Core
* Circumstanced rules for mobile like sections and navigation rules
* Modification of rules for mobile like activities, ‘When’ rules, Report Definition and Data Page
* Maintenance and support including error fixing for the mobile version of SAS Core

Environment: Pega PRPC v7.1, Oracle 11g

**National Express LLC-COMPASS Customer Service Center Platform**

This application is used to accurately and efficiently capture relevant customer, financial and fleet information of a transport company. It’s a multi-function system of NELLC for its Transport Operations, Field and Charter Trips, Employee’s Route Scheduling, Payroll Processing, Customer Invoicing and Reports Generation.

**Responsibilities:**

* Joined the project as a Developer member
* Created UI rules like harness, section and flow action
* Created Data Model rules like property and field value
* Created Process rules like flow and validate
* Created Technical rules like activity and function
* Created Decision rules like decision table, declare expression and ‘When’
* Created Integration-Connector rules like connect-sql
* Created Report rules like listview and report definition
* Created SysAdmin rules like class, database table, dynamic system settings
* Maintenance and support including error fixing

Environment: Pega PRPC v6.3, Oracle 10g

**Case Management Tool**

This is an automated flow based driven service solution that is used to manage the issues or concerns raised by IT Consultants, in a timely and accurate manner. It captures relevant information about a case created by and for an IT Consultant; forwarded to and assessed by CSDs; routed to and implement resolution by the appropriate Group Resolver; and get satisfactory feedback from the IT Consultant after the case resolution was implemented.

Environment: Pega PRPC v6.1, MS-SQL Server

**Responsibilities:**

* Joined the project as Developer member
* Meet with end-users to understand what features they need in the case management tool
* Utilized Application Profiler and Application Accelerator suite to organize high-level business specifications of the helpdesk tool
* Defined the Class structure design
* Created Process rules like flow, validate, correspondence and service level
* Created product and ruleset rules and its versions and configured its pre-requisites as well
* Configured Application rules with the relevant application and production rulesets
* Exported the zipped files of the build artifacts

**Helpdesk Operations Ticketing Tool**

This is a helpdesk ticketing tool to be used to manage ticket cases in a timely and accurate manner. This tool provides end-users with a dashboard which consists of a series of graphs and charts, updated in near-real time to illustrate work progress. Its reporting features include monitoring of open tickets and analysis of performance and quality based on the resolved-completed tickets. It has filtering capabilities that can show helpdesk requests based on different dimensions.

Environment: Pega PRPC v6.1, MS-SQL Server

**Responsibilities:**

* Joined the project as Developer member
* Meet with end-users to understand what features they need in the case management tool
* Utilized Application Profiler and Application Accelerator suite to organize high-level business specifications of the helpdesk tool
* Defined the Class structure design
* Created Process rules like flow, validate, correspondence and service level
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* Exported the zipped files of the build artifacts

**Financial Disclosure Tracking System**

The application is a work-flow, web-based system that can be used to support project management and resource management. The application centralizes the access and storage of data, track “work units” through their lifecycle from incomplete to complete, facilitate global communication between the company and its clients and deliver expedient, dynamic reports.

Environment: Pega PRPC v6.1, MS-SQL Server

**Responsibilities:**

* Joined as a developer member
* Created UI rules like harness, section and flow action
* Created Data Model rules like property and field value
* Created Process rules like flow and validate
* Created Technical rules like activity and function
* Created Decision rules like decision table, declare expression and ‘When’

**Headstrong Inc. Feb 2010 – Nov 2010**

**TFFP Management System for IADB**

Trade and Finance Facilitation Program (TFFP) Management System is a work-flow, web-based system for the Finance department of banking company of Inter-American Development Bank. This system will facilitate users to register, collect approvals and track guarantees and loan transactions through their lifecycle.

Environment: Pega PRPC v5.4, Oracle 9i

**Responsibilities:**

* Joined the project as one of the Production Support bug/error fixers
* Modified UI rules like section, portal and data-gadget rule

**Pega CPM for CMC Markets**

The Project involves customization of CMC Markets’ CRM that provides process-driven approach to resolve customer issues quickly at point-of-contact

Environment: Pega PRPC v5.5, JDBC

**Responsibilities:**

* Joined the project as one of the developer team members
* Communicated with Business Analysts for gathering and verification of business requirements
* Communicated with onshore team and lead consultants with the coding strategies
* Modified flows to meet the changes in business requirements
* Enhanced the user interface - portal, harness, flow action, and sections
* Created/ modified decision rules to manage the changes in business requirements
* Modified existing activities that are used to send correspondence in different services
* Created scripts for alteration of database table and for creation of customer accounts that will be used for testing purposes
* Manages the display of reports in Manager Portal
* Created release documents and product patch to generate zip files for deployment in staging environment
* Executed unit testing using test scripts that are created by the QA team

**QBE Management Services Jul 2007 – Jan 2010**

**Responsibilities:**

* Member of the development team that supports the following applications:

**QTools e-Insurance for the ff products: Domestic Worker, Home, Marine**

This is a web-based insurance system used by intermediary end-users in Asia Pacific region that caters to Domestic Workers, Home and Marine insurance. Pega is utilized as the front-end to Smart-400 that acts as QBE’s back-end system.

* Communicated with the Business Analyst and directly with the Users
* Reported weekly status with the project team to discuss and strategize coding and other project tasks
* Investigated and fixed bugs reported from UAT & PROD
* Created and/or updated XML Stream and Parse XML rules for to synchronize the changes made in Business Objects
* Manually executed test scripts created by the Business Analyst
* Implemented changes to the user interface to standardize the branding of different application
* Specialized the flows to process policies due for renewal or cancellation
* Updated the activities that manipulate the persistence of client information to the database, issue policies and sending of SMS notification
* Prepared the release documents and created product patches for deployment in different environments – SYS, UAT and PROD
* Created and/or modified Operator IDs for new users and rulesets and/or ruleset versions for iterative development and deployment

Environment: Pega PRPC v5.4, IBM-DB2, Smart-400

**ProV International Jan 2007 – Jul 2007**

**Responsibilities:**

* Performed program coding and testing for two internal application systems:

**Staff Augmentation System**

This application provides support to the company in managing its client staffing requirements and matching these with its existing set of talents.

**Employee Portal**

The Project is a web-based suite where employees of ProV can file and seek approval for their leaves; request supplies from Purchasing; and create tickets for IT Helpdesk. HR uses this application as venue to announce up and coming events of the company.

**Misys Banking Systems Aug 2005 – Dec 2006**

**Equation Retail Banking System**

Was part of the Equation Division, the group that develops software to support the retail banking product of Misys.

**Responsibilities:**

* Assigned to lead teams to support some Equation projects
* Managed and assigned tasks to team members
* Wrote detailed design and system test plans
* Performed development responsibilities for various Equation projects

**Software and Platform:** IBM iSeries, RPG400, RPGILE, CL, CLLE, RDBMS

**CPL Philippines Sept 2004 – Jul 2005**

**Merchandise Management System**

JDA MMS is intended to assist the users of the system to better manage the movement and storage of merchandise within a warehouse and provide set automated procedures to handle the receipt of stock and returns into a warehouse facility

**Responsibilities:**

* Provided programming, testing, debugging and error fixing support
* Performed software implementation
* Performed system requirements analysis
* Developed program and technical documentation
* Provided technical guidance to junior team members

**Software and Platform:** IBM iSeries, RPG400, CL, RDBMS

**Misys Banking Systems Jun 1999 – Sept 2004**

**Equation Retail Banking**

Was part of the Equation Division, the group that develops software to support the retail banking product of Misys.

**Responsibilities:**

* Equation Development Team – Provided technical directions to junior developers and verified team tasks; set up the environment in terms of hardware and software tools to be used for testing; analyzed and tested computer programs and system to identify errors and ensure conformance to standard; wrote and made back-ups of the program code and its listing; read manuals and technical reports to learn how to develop programs to meet user requirements; prepared test cases and performed testing
* Equation Product Support Fix Team - Reproduced/replicated the reported error by the client; requested additional information or data from the client where necessary; examined and evaluated the cause of the error; prepared documentation for the suggested fix and provide test cases for fix testing
* Equation System Verification Team - Prepared checklist for evaluating standards compliance and product completeness; monitored processes by comparing actual steps performed with those listed in the documented procedures; evaluated the compliance of the software product to the established standards; prepared reports/summary which consist of audit findings and recommendations
* Equation Technical Trainer - Conducted project training to juniors and newly hired developers

**Software and Platform:** IBM iSeries, RPG400, RPGILE, CL, CLLE, RDBMS