Raghu Boya

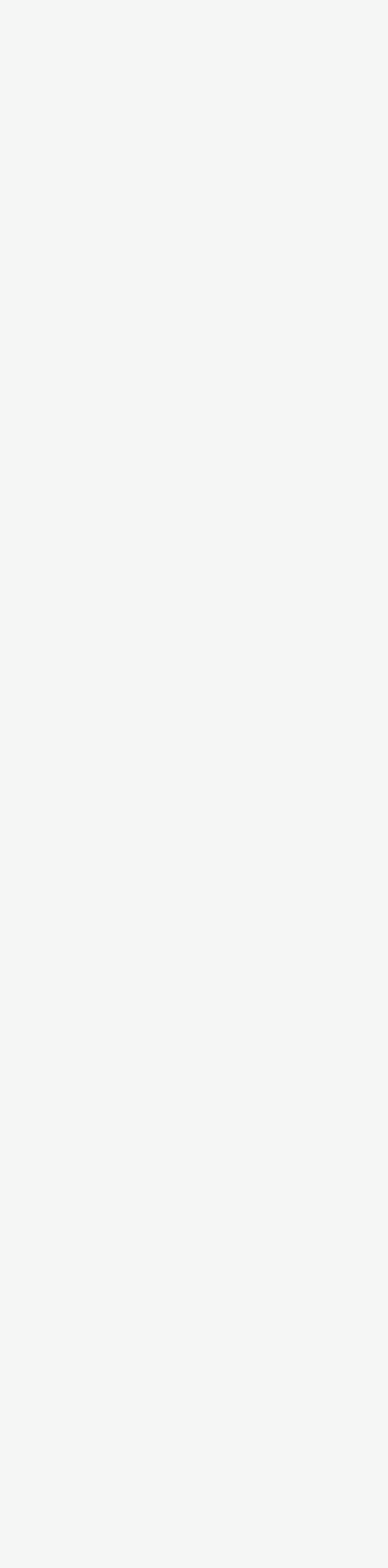
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**Bachelors/Computer Science**

Satyabama University, India 2006-2010

Pega Certified Senior System Architect

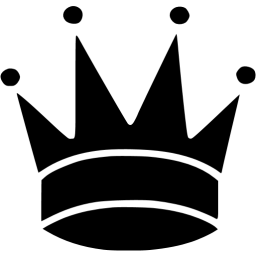
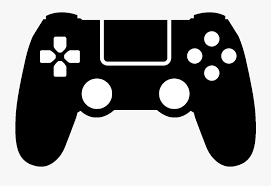
**RESUME OBJECTIVE**

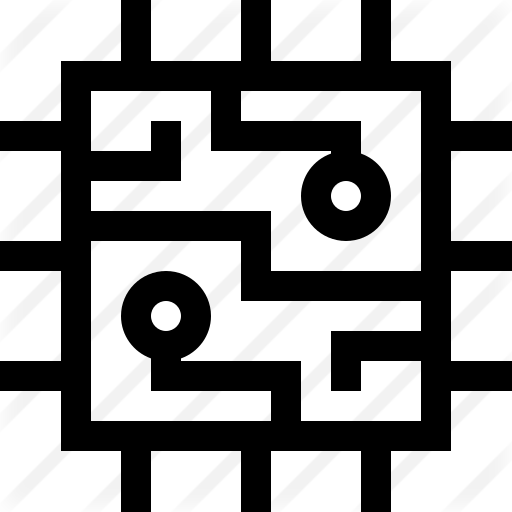


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Guntur, Andhra Pradesh

**INTERESTS**

  
  
 Chess  
  
 Video Games  
   
 Roller Skating

 Internet of Things (IoT)

**CERTIFICATIONS**

Pega Certified System Architect, 2014  
  
Pega Certified Senior System Architect, 2016

Pega Certified Robotics System Architect, 2018  
  
Pega Certified Lead System Architect – Part1

**EDUCATION**

**Masters/Computer Science**

University of Central Missouri, USA 2013-2014

Pega Senior System Architect professional with 9+ years of experience in developing Business Process Management (BPM) applications. Strong skills in Pega tool and working in an environment that involves multiple stakeholders. Possess a Master’s degree in Computer Science. Looking to leverage my knowledge and experience into developing web applications based on Pega Rules Process Commander.

[contact@raghuboya.com](mailto:raghubhp14@gmail.com)

* Around nine years of professional experience in full life cycle of application development involving analysis, design development, testing, documentation, implementation, and maintenance of software applications in web-based Client/Server environment.
* About 9 years of experience in PRPC (Pega RULES Process Commander) Business process management (BPM) and Business Rules Engine (BRE) as a System Architect and PRPC workflow experience.
* Knowledge on health care frameworks to adhere to HIPAA verification guidelines and other US healthcare domain knowledge like CDHP, Accumulators, Claims, Authorization, Enrollment and billing, PCPs, and other member maintenances.
* For most assignments worked directly with the end users of the applications like CSRs in health care and supply chain and understand how exactly they are using the system and to capture areas of improvement.
* Knowledge on finance frameworks. Creating High-level class structure in PRPC.
* Extensive Knowledge in Design, Development, Migration and Deployment of PRPC Business Rules Engine (BRE) and JAVA/J2EE based applications.
* Experience in implementing PRPC UI components using Harness, Sections, HTML, Branding wizard, CSS and Java Script.
* Experience in implementation of various PRPC components like Decision Tables, Decision Maps, Declarative Expressions, Indexes, etc.
* Extensive Knowledge in creating HTTP, REST, MQ, SQL Connectors and Services.
* Experienced in RDBMS technologies like Oracle, PL/SQL, and MS-SQL.
* Proficiency in PEGA implementation cycle, which includes Modeling of Business process, PRPC tool installation and development.
* Experience with J2EE architecture, EJB, Web services, JMS XML, SOAP, WSDL and CSS technologies.
* Experience in code deployment across various environments with CI/CD.
* Worked under various methodologies like waterfall, Scrum as per the guidelines of the project.
* Experience in testing the application across DEV, QA and Prod.

**SUMMARY**



***Bank of America Corporation****, Charlotte, NC / August 2020 – till date* **Pega Senior System Architect**

***Third Party Vendors Efficiency Management & Process Optimization (TEMPO)***

Vendor Level Risk Assessment (VLRA) is a process in TEMPO which consolidates all the third-party vendors to Bank of America. Around 1500 vendors will have their attestations carried out over the year. Case creation is automated based on data available in Vendor Data Warehouse (VDW). Employee Vendor Manager (EVM) is the person who orchestrates the attestation to all the responsible stakeholders through its resolution. Resolution will involve documenting the case evidence. Application is bound to follow all the bank regulations and compliances.

* Involved in designing the application since inception stage.
* Developed the app following all the bank compliances like ADSF scanning, ADA compatible, third party file upload scanning (routing traffic through CIPHER cloud) and DCRS for internal users file uploading.
* Worked closely with Pega team to fix accessibility issues as OOTB UI had failures after ADA scans.
* Developed application wide settings and data pages like lookup lists for reusability.
* Developed E-mail listeners and Services that populates Deal responses.
* Involved in designing complex functionalities like delegating field values, e-mail notification preferences to end users.
* Involved in localization of the application.
* Co-ordinate with UAT and Performance testing teams by facilitating test ids onboarding to application and setting up data.
* Worked with RTH interns (Road to hire) and train them on PRPC.
* Involve in PI planning, grooming and scrum calls as part of Safe agile.

**Environment:** PRPC 8.X, JIRA, e-Pass (Bank proprietary Third-party users onboarding system), entitlement system, CIPHER Cloud, Job Access with Speech (JAWS)

**EXPERIENCE**

***Cisco Systems Inc,*** *Raleigh, NC / Dec 2018 – July 2020* **Pega Senior System Architect**

***Channel Partner Services (Minerva)***

Minerva is a part of Cisco Chanel Partner Services (CPS) program that facilitates customer services to Cisco partners. The application is built on ‘Pega Customer Service 7.4, on Pega 7.4.0’. Currently the sources of Interaction are via Email, Web (Customer Service Hub) or manual (notified via Jabber or Phone). Customer hub is Pega mashup portal. All the Pega cases will be further worked upon back-office agents/vendors in Pega to provide a resolution in a timely manner within SLA. Upgrade is to PRPC 8.X is in progress.

* Involved mainly in Reporting track. Analytical (Data processing) and Operational reports (Pega OOTB). Built in a BIX like architecture to process the incremental data into Reporting layer (external Database).
* Set up the architecture and data design all the way through reporting team who are the consumers of this data. Assisted them in data modelling and Pega’s implementation of cases and helping them in presentation of data in Tableau (end-users’ portal for reporting)
* Migrated the legacy SalesForce-uCRM’ reporting module and on boarding the users(managers/leads) into Pega.
* Involved in performance fixes for reporting track and handled the reports module via independent JVMS, to reduce the impact on existing app nodes. Set up Pega reports to pull in data from alternate data base.
* Developed E-mail listeners and Services that facilitates case creation via Email-Triage.
* Developed Language detect and Language translate APIs as Customer Hub portal is used across 8 different languages.
* Involve in PI planning, grooming and scrum calls as part of Safe agile.
* Publish data for reporting systems using Kafka by publishing data to corresponding host and topics.
* Developed Language detect and Language translate APIs as Customer Hub portal is used across 8 different languages.
* Involved in localization of the application.
* Implemented Pega Knowledge management in the application to assist the users on knowledge articles.
* Involve in PI planning, grooming and scrum calls as part of Safe agile.
* Publish data for reporting systems using Kafka by publishing data to corresponding host and topics.

**Environment:** PRPC 7.X, PRPC 8.X, CA Rally, Cisco Box, CISCO ART (access request tool) and Cisco ADAM (active directory management)

***Anthem BCBS*,** *Richmond, VA / July 2017–Dec 2018* **Pega Senior System Architect**

***Solution Central Desktop Support***

Solution Central (SC) is a PRPC desktop application built on CPM 7.1.3. SC is built for Anthem customer service representatives. Representatives receive IVR calls through Avaya/Chat/Schedule Call back/ Secure Message or may create a research interaction, for assisting a member, provider or broker when called in on behalf of a member. Service requests are created for each individual task and followed up through the case cycle until a resolution (or back-office resolution). To assist the managers with managing their team and see the reports a portal for administration is provided this is also used to maintain operators (add/remove skills or workbaskets), manage alerts. Open Span automation is used at places where there is no API available to fetch data from external system to SC.

* Involve in grooming session and provide dev estimates for each user story. Co-ordinate with other developers and adhering to given estimates by picking up the stories from JIRA.
* Worked on the PEGA CPMHC framework and leveraged its functionalities like interactions, intent drivers and tasks.
* Designed and developed routing logics and SLAs for the SRs based on the requirements.
* Worked on building CONNECT-REST to consume data from API services as majority of transactional data is provided through APIs.
* Worked on Data Pages as all environment variables to connect REST are configured in Data Pages.
* Build robotic automation (Open Span) by inspecting html elements and creating automation flows in Open Span.
* Co-ordinate with Pega admin team to facilitate continuous deployment using Atlassian Bamboo (built on DEVOPS) as various teams commit their code at end of the day. Providing SQL scripts and instances if needed.
* Synchronize with offshore team daily as most of the testing team is from offshore.
* Maintain coding standards to keep up good compliance score with as warnings as possible.
* Design and development of Harness rules, Layout and sections by following organization wide UI standards.
* Worked on Access groups, Workgroups, Workbaskets and SLAs as per the requirements.
* Worked on BIX Reporting.
* Work on TDDS after completion of each sprint.
* Complete unit testing before deployment.
* Worked on new innovative solutions with Pega & Pega RDA/RPA using Pega Open Span in Sand box environment.
* Participate in quarterly held Project Implementation planning with stake holders, product owners and preparing training material and demos for CSRs.
* Analyze Splunk logs and alert logs from WebLogic.

**Environment:** PRPC 7.x, Atlassian JIRA, Atlassian Bamboo (Deployment), Open Span, Share Point, Service

Now(ticketing)

***Cisco Systems Inc,*** *San Jose, CA / August 2016 – June 2017* **Pega Senior System Architect**

***Deal Management Operations***

The project is Deal Management Operations for Cisco Operations and Deal Managers in a Factory Model. DMO serves as a one-stop shop for Operations Managers and deal managers to work together in managing and monitoring deals that go through DMO pipeline. Cases are created out of live deals in Cisco system or for a potential deal.

* As a part of factory model, every sprint is for 2-3 weeks. Gather the requirements from business along with analysts and provide the estimates.
* Integrated with Teradata and Oracle to get active live deal data.
* Handling the case created across all the stages and statuses based on business routing logic.
* Developed reports based on business requirements.
* Parsing the CSV data uploaded by user to read Sales Orders and append it to the case. Further reports on the attached Sales orders.
* Implementing all the database related changes, as we own the DB.
* Involved in developing UI Screens, activities, and correspondence.
* Involved in preparing test cases and testing for DEV, QA and Production.
* Involved in bug fixes and enhancements from Customer support team (WCCS) and end users.
* Hands on experience with Pega Robotics Studio (Open Span- POC for Pega World 2017)
* Make open span interrogations and record actions to use them in robotic automation.

**Environment:** Pega PRPC V7.2, Oracle 11g, 12C, Teradata, Rally, HP Quality Center.

***Cisco Systems Inc,*** *San Jose, CA / December 2014 – July 2016* **Pega Senior System Architect**

***Sales Control Rules Engine & Sales Discount Guidance (SDG)***

The project is Sales Control Rules Engine for Cisco Commerce Workspace (CCW). SCORE is a decision engine that consumes REST calls and sends back validate or booking response. The response is based on set of decision tables/business rules. Based on the response from the SCORE the orders are proceeded in CCW. Supporting the second application SDG along with the offshore counterpart.

* Daily maintenance of the application for stability and monitoring logs for handling huge volume of requests each day.
* Involving in requirements gathering with business analyst and synchronizing up with cross track application developers for every quarter.
* Maintaining and configuring new layer 7, routing for every quarter across dev stage and production.
* Handling fail-over scenario for the application. Routing the requests to secondary system in case of main system fail over.
* Supporting network and infra teams for maintenance and upgrades to the system.
* Running PLA and resolving the issues in case of any abnormalities like response time or in consist response for cross tracks.
* Creating agents to run batch processes and monitor them on regular intervals to enhance performance and exception handling.
* Involved in preparing test cases and testing for DEV, QA and Production
* Implementing all the database related changes, as we own the DB.

**Environment:** Pega PRPC V7.1, Oracle 11g, 12C, Layer7 8.0, Visual VM, SOAP UI 5.2.1, Rally, HP Quality

Center

***iGATE Global Solutions,*** *Hyderabad, India / June 2011 – July 2013* **Pega System Architect**

***Client: Royal Bank of Canada (RBC)***

The project is for Royal Bank of Canada. Royal Bank of Canada (RBC) is Canada's largest financial institution. A workflow involving hierarchical processing in different workbaskets was developed using Pega Business Process Management tool (BPM). The project also handles the fraudulent transactions, debit/credit card skims and rerouting the claims to respective workbaskets.

* As a developer created workflows using the rule sets in Pega Rules Process Commander (PRPC).
* Attending the daily status calls with On Site counterpart and updating the status of the tasks for individuals.
* Handling the fraudulent transactions workflow in the credit/debit cards and routing the claims to the corresponding user based on his skillset.
* Accessing the SQL connections and fetching the data from external databases.
* Developing flow diagrams using Microsoft Visio and interpreting flows created by previous users.
* Involved in end-to-end integration testing.
* Involved in code migration for different environments and Responsible for project deliverables

**Environment:** Pega PRPC 6.X, Rally

