

# Sunil Kumar Kanakappagari

Pega Developer

Cincinnati, Ohio | +1(513)-413-8121 | [sunilkumar.kanakappagari@gmail.com](mailto:sunilkumar.kanakappagari@gmail.com) | [LinkedIn](#)

## PROFESSIONAL SUMMARY

Software Engineer specializing in Pega development with 3 years of experience. Implemented and optimized Pega solutions, resulting in a 20% increase in business efficiency. Developed responsive web-based UIs, integrating systems via REST and SOAP APIs, achieving a 95% issue resolution rate through rigorous testing. Proficient in cloud architectures and CI/CD pipelines, ensuring scalable application deployment. Proficient in optimizing processes and improving user experiences through Pega, thereby contributing to organizational success, and fostering innovation in software development.

## SKILLS

**BPM Tools:** Pega V7.X, V8.X, Appian.

**Web Services:** SOAP, REST.

**Programming Languages:** Java, JavaScript, J2EE, XML, HTML, CSS.

**Database:** MYSQL, Oracle, SQL Server

**API Unit Testing:** Soap UI, Postman

**Web/Application server:** Apache-Tomcat

**Cloud Environments:** AWS, Azure, GCP.

**CI/CD Tools:** GitHub, Jenkins, Bamboo, Maven.

**Configuration & Infrastructure:** Terraform, Ansible.

**SDLC Methodologies:** Agile Scrum Framework, Waterfall, Iterative

**Operating Systems:** Windows, Linux, Unix, Ubuntu.

## EDUCATION

**Master of Science, Information Technology**

*University of Cincinnati, Cincinnati, OH*

Graduation: April 2024

**Bachelor of Technology, Computer Science and Engineering**

*Mahatma Gandhi Institute of Technology, Hyderabad, India*

Graduation: August 2020

## EXPERIENCE

**Pega Developer (Programmer Analyst)**

*Cognizant, Hyderabad, India*

November 2020-October 2022

**Project:** Enhanced AT&T's customer support systems by implementing CRM principles. This included optimizing customer interactions and integrating customer data sources to improve service delivery and enhance overall customer satisfaction.

- Configured critical Pega components like Flows, Assignments, Data pages, Data Transforms, Activities, Reports, Correspondences and Declarative rules, ensuring adherence to PEGA Guardrails for robustness and efficiency.
- Designed responsive web-based UIs using PRPC User Interfaces, including Sections, Harnesses, and Flow Actions, ensuring seamless and intuitive user experience.
- Leveraged Pega's Declarative Processing capabilities to implement features like Expressions and Decision Rules (Decision Tables and Decision Trees), enabling intelligent decision-making based on predefined criteria.
- Achieved seamless integration with external systems using Connect SOAP/REST and Service SOAP/REST connectors, enhancing system functionality. Enhanced data retrieval efficiency by 40% and minimized transmission errors through robust error handling techniques.
- Conducted comprehensive unit, integration, and user acceptance testing to guarantee system reliability and performance, utilizing tools like PEGA Tracer, Clipboard, and log files to debug and resolve any issues for smooth operation.
- Employed Postman and SOAPUI to test and validate RESTful and SOAP-based web services, identifying and resolving 95% of integration issues before deployment.
- Collaborated closely with Business Leads and Business Analysts to define business requirements, ensuring precise alignment with project needs and objectives.

**Programmer Analyst Trainee**

*Cognizant, Hyderabad, India*

February 2020-August 2022

- Analyzed and created a Proof of Concept (POC) for a Gym application using Pega BPM, showcasing advanced proficiency in leveraging Pega's capabilities for business process management ahead of schedule.
- Managed Pega Case Types and Case Management, utilizing Pega's rule resolution mechanism to ensure accurate and efficient processing of cases.

- Orchestrated effective branching strategies within Pega development environments to optimize workflow management and ensure seamless code integration and deployment processes.
- Leveraged UX/UI principles in Pega, configuring Portals, Skins, Flow Actions, Sections, and other UI components to design and develop intuitive, user-friendly interfaces.
- Created SLA tasks, data transforms, and Report Definition rules, enhancing application functionality.
- Incorporated SLAs to assign and escalate tasks based on priority, considering criteria such as task type, availability, and current assignment workload when assigning tasks to associates.
- Gained proficiency in SQL, mastering database querying techniques, and optimizing database structures for improved performance.
- Facilitated all stages of the software development life cycle (SDLC) with methodologies like waterfall and Agile/Scrum, participating in sprint planning, daily stand-ups, and retrospective meetings.

#### **Project Experience: Gym-training Web application using AWS, Docker, and Kubernetes.**

- Engineered a gym-training web application leveraging AWS, Docker, and Kubernetes to facilitate self-training routines.
- Provisioned an AWS EC2 instance using Terraform to serve as the application server, utilizing Ubuntu as the operating system.
- Built the gym application by developing the frontend using HTML and CSS for layout and styling, and JavaScript for interactive design, ensuring a user-friendly and engaging experience.
- Incorporated Git for version control, enabling seamless collaboration and tracking of changes throughout the development process.
- Integrated AWS S3 for workout storage, enhancing data security and enabling 100% user data retrieval reliability.
- Optimized deployment with a Dockerfile, reducing deployment time by 50% and ensuring consistent environment configurations.
- Uploaded Docker images to Docker Hub, improving deployment speed and reducing server load by 20%.
- Deployed Kubernetes cluster with Docker pods, achieving 99.9% uptime and scaling application capacity by 200%.
- Assigned a service port to the pod's container, allowing users to access the gym application from any local machine connected to the internet, enhancing accessibility and usability.

#### **CERTIFICATIONS**

- *PEGA Certified Senior System Architect (CSSA)*
- *PEGA Certified System Architect (CSA)*
- *Microsoft Azure Fundamentals (AZ-900)*