YOUR NAME

YOUR DESIGNATION

### Summary:

* **5+ years of experience** in designing, developing, and transitioning Pega BPM Digital Transformations across various industries such as Insurance, Banking, Pharmaceuticals, and Broad Markets.
* **Expertise in Pega Frameworks** like Pega Underwriting and **Pega Customer Service**, with a strong focus on delivering customer-centric solutions.
* **Exposure to the latest Pega Infinity** features, leveraging the platform’s AI decisioning, case management, Process AI, Knowledge buddy etc.,

### Technical Skills:

* **Programming Languages**:
* **Methodologies**:
* **Frameworks**:
* **Cloud Services**:
* **Application Server**:
* **Tools**:

### Educational Qualifications:

* B. Tech in Computer Science and Engineering, BPUT, IN [2001 – 2005].

### Certifications:

* Certified Pega Decisioning Consultant – (April 2018)
* Certified Lead System Architect – (May 2015)

### Professional Experience:

**Client Name:** Iffco Tokio General Insurance (September 2022 – Till Date)

**Project Name:** UW and Claims

**Role**: Engagement Lead

**Description:** IFFCO-Tokio General Insurance took a strategic approach for increasing the straight through process and a faster processing of end-to-end New Business. This approach is built on top of principles such as, First Time Right process, minimizes hand-offs and rework managing deviation and User management early recording of requirements and automation of business rule validation, including underwriting rules to achieve a quality and faster New Business completion. After New Business it supports Customer Retention through module of Endorsement and Renewal.

* Define project scope, objectives, and deliverables, develop detailed project plans including timelines, resources, and budgets, and track project progress making adjustments as necessary
* Lead and mentor the project team including developers, business analysts, and testers, facilitate team meetings such as daily stand-ups, sprint planning, and retrospectives, and ensure team members understand their roles and responsibilities.
* Engage with stakeholders to gather requirements and ensure alignment with business objectives, provide regular updates on project status, risks, and issues, and manage stakeholder expectations addressing concerns promptly.
* Establish and enforce coding standards and best practices, ensure thorough testing and quality control processes are in place, and conduct code reviews ensuring adherence to architectural guidelines.
* Identify potential risks and develop mitigation strategies, monitor and manage project risks and issues escalating as necessary, and implement contingency plans to address unforeseen challenges.

**Client Name:** Credit One Bank, NA.(February 2021 – September 2022)

**Project Name:** Fleet Card Acquisition

**Role**: Lead System Architect

**Description:** The solution seeks to consolidate Credit One's existing legacy systems to integrate Pega with the website and in turn capture the new customer acquisition request, run it through a three-stage process of Data Validation, Pre-Bureau Validation and Post-Bureau Validation. Post which the same is rigorously evaluated across Underwriting systems like DigiFi and Credit Bureau data in Experian / CrossCore to identify and flag any sort of fraud. The filtered data is then passed on to FiServ for final onboarding while Pega responds back to the website with the decision. The primary goal hence here being is to offer a seamless customer experience throughout the bank’s customer journey.

* Design and implement robust, scalable, and high-performance Pega solutions, ensuring alignment with business requirements and Pega best practices, and create detailed architectural documentation.
* Provide technical leadership to the development team, mentor junior architects and developers, and ensure adherence to architectural standards and guidelines throughout the project lifecycle.

**Client Name:** Brady Corp.(October 2020 – February 2021)

**Project Name:** Customer Relationship Management

**Role**: Lead System Architect

**Description:** Brady customer service offers a lot of services (pre-sales and post-sales both) for which they are currently using an application built on Legacy technologies. They are more error prone, unstable and most importantly ends up creating duplicate or redundant work. This also leads to more manual intervention as the customer representatives need to navigate to multiple applications to complete the work. Managing and monitoring of these processes requires multiple tools and extensive coordination between the teams leading to more cost on the Business.

With the Pega implementation, we are building the Pega Customer Service Application which leverages the Pega omni-channel capabilities to its best and provides a best in class and seamless experience to the customer representatives with increased throughput, accuracy and service level. With Pega, we can ensure reporting, fewer errors and improved security compliance to the business.

* Automate the inbound email process using Pega’s NLP engine to intelligently route cases
* Implement a leading-edge process management tool that will allow processes to be controlled, monitored, and provide visibility to process challenges
* Position Brady Corp for future expansion of the CRM/BPM platform to support additional business processes
* Integrate Pega with existing CTI tool for enhanced 360-degree view of customer
* Integrate Pega with SAP and Salesforce for automation capabilities and customer master information