



**AIYSWARYA SRIDHAR**

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### **Professional Summary:**

- 3.9 years of IT experience in Application Development, Enhancements and application Production Support in Insurance, Telecommunication and Banking Domain.
- Have hands on experience in the PEGA v7.x.
- Over 2 years of hands on experience as an Adobe Form Developer using Adobe LiveCycle ES4.
- Holding up the responsibility of Service Improvement Process Manager Role across Vodafone.
- Good experience in implementation of High Level Flows and UI design.
- Coded various PRPC activities, flow actions, Sections and Reports using PRPC.
- Experience in designing flows, defining rules, activities, SOAP and REST in PRPC.
- Experienced in debugging and performance checking of PRPC product using Clipboard, Tracer, Rules Inspector and System Management Application (SMA)
- Experience in PEGA Autonomic Event Services and PEGA Agile Studio.
- Experienced in developing and designing the data models
- Experienced in RDBMS technologies like Oracle SQL and MySQL.
- Exposed to Application Monitoring Tools like PEGA AES and Sherlock.
- A good team player with excellent communication and interpersonal skills.
- Good amount of exposure to onsite and offshore model of project implementation

### **Work Experience:**

- Worked as **PEGA/ADOBE Developer** in **TCS** since **March'2015** to **Sep'2018**
- Working as **PEGA Developer** in **Virtusa** since **Sep.2018**.

## Certifications And Awards:

- Received **On the Spot award** For Fixing the Production Critical Issues in time.
- Completed PEGA System Architect 7.2 Certification.
- Have attended PEGA 7 training.
- Awarded **TCS Gems** twice for a defect free code and excellent project delivery.

## Education:

- 2014: Electronics and Instrumentation Engineering, SSEC, Anna University, Chennai.
- 2010: 12<sup>th</sup>, Shri BS Mootha Senior Girls Secondary, West Mambalam, Chennai.
- 2008: 10<sup>th</sup>, Shri BS Mootha Senior Girls Secondary, West Mambalam, Chennai.

## Technical Skills:

<b>Tool</b>	:	PEGA, Adobe LiveCycle
<b>Languages</b>	:	Basics on HTML5/JS
<b>Integrated IDE's</b>	:	Eclipse
<b>Database</b>	:	Oracle 11g and MySQL
<b>Project Methodologies</b>	:	Agile/ITIL

## Project Assignments:

<b>Project Title</b>	:	Strategic Agency System
<b>Client</b>	:	AIG Japan
<b>Duration</b>	:	March 2015 to Aug 2017.
<b>Roles</b>	:	System Engineer

## Project Description:

American International Underwriters (AIU) is one of the leading non-life insurance companies in Japan. They are in the process of merging with Fuji Fire and Marine Insurance (FFM). A one-stop sales system is to be designed for the agents.

The project is in PEGA platform to comply with the AIG's global infrastructure standards, comprising of **PEGA PRPC based solution** leveraging Agency Framework for SAS Application and Web Sphere Portal Server for SAS Portal.

**Responsibilities:**

- Analyzing the Business Requirements and Technical Requirements
- Fixing the issues as part of development.
- Developed UI using properties, section and Harness rules
- Created Activities, Validations, Flow actions for implementing core Business logic
- Worked with different tools like Tracer/Rules Inspector for troubleshooting the issues
- Worked on the Connect SQL's to fetch the data from the internal & external database
- Involved in testing and fixing performance related issues.
- Worked intensely on various critical incidents related to batch failures and gained good knowledge on the batch processes
- Form Design – Improved the visual layout and user interface of forms to make them look more professional and easier to Use.
- Form Development – Make forms more intuitive by adding JavaScript functionality and Custom Validation Scripts.
- Form Updates – Modified and enhanced the existing PDF forms that too difficult for customers to use.
- Experienced on PEGA/ADOBE Deployment.
- Coordinated with IT SME's and external vendors (PEGA) to ensure the reliability of the applications.

**Project Title** : ALIVE  
**Client** : Vodafone  
**Duration** : Sep 2017 to Sep 2018  
**Roles** : System Engineer

**Project Description:**

Vodafone is one of the leading telecommunication companies in London. The project, in PEGA platform including 3 different modules, is currently providing a one stop portal for the customer care agents to resolve the issues faced by the Broadband and Voice Line customers with their products by running through diagnostics tests and creating the tickets with the British telecomm services if required.

**Responsibilities:**

- Defect fixing during the Unit testing, development integration testing, regression testing, production release and performance code reviews.
- Preparing the technical and implementation documents for different modules of the application.
- Understanding the business requirements and converting them into the user stories.
- Arranging and attending the daily-stand up meeting and scrum calls with peers.
- Monitoring the PEGA AES to resolve the exceptions and alerts registered on daily basis.

- Developed the Customized Report of Service Failures on daily basis to clients through PEGA AES.
- Created Integration rules like Rule-Connect-SQL using the methods like RDB-Save, RDB-Open and RDB-List.
- Worked on the Connect – SOAP that retrieves data from the external systems.
- Performing peer code reviews and implementing the PEGA Guardrail Warnings.
- Worked in the Agile methodology
- Working closely with the DBA team on improving the response time of various queries and the overall performance of the application.
- Creation of the application bugs and running test cases through the PEGA Agile Studio.
- Migrated the data instances and rule-sets using the Product and the Patch rules from development regions to the UAT and Production simultaneously.
- Created/Updated the Case Management Flows for different tier level of agents.
- Created few SR's to the third party vendor (PEGA) for implementing the Hotfixes for the application.

**Project Title** : RISK Compass  
**Client** : PayPal  
**Duration** : Sep 2018 to till date (Client Location – PayPal Chennai)  
**Roles** : Associate Consultant

**Project Description:**

PayPal is one of the leading company in the online payments that supports online money transfers. The RISK Compass is a project that pertains to alerting of the fraudulent actions, triggered during the online money transfers for a specific account to the agents through a creation of a case.

**Responsibilities:**

- Working on core enhancements pertaining to the service integrations and Screen Flow modifications majorly.
- Creation of Connect REST to interact with the external system using GET and PUT methods.
- Creation of java scripts, HTML fragments.
- Usage of integration channels like Facebook, linked in and google in the User portals.

### **Personal Snippets:**

- Father's Name: R.Sridhar
- Date of Birth: 24-11-1992
- Martial Status: Unmarried.
- Languages Known: Tamil,English,Hindi.
- Address: 2D,Blue Diamond Apartments, Mothilal Street,TNagar,Chennai-17.