Pooja Garad

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Summary

Pega professional with over 4 years of expertise in Pega PRPC, specializing in case management, rule configuration, and UI/UX design. Proven track record in optimizing workflows, troubleshooting, and maintaining high-performing applications. Recognized for strong problem-solving skills and delivering efficient, scalable solutions that enhance business processes.

Technical Skills

Pega Platform Tools: Pega PRPC MSP Pega (Pega Platform) Pega BIX (Business Intelligence Exchange) APIs (REST/SOAP)

Monitoring Analytics: PDC Log Viewer Kibana

Project Management Collaboration: Rally ServiceNow Agile Methodologies

Tools: Microsoft Office

Work Experience

Cognizant | Associate   *Jan 2020 – Present, Pune, India*

- Provided comprehensive support for **Pega PRPC applications**, troubleshooting and resolving issues to ensure optimal performance.
- Collaborated with stakeholders to analyze and document user stories, translating business requirements into functional specifications for **Pega applications**.
- Developed and implemented **enhancements** based on user feedback, resulting in improved user experience and streamlined workflows..
- Created and maintained **Pega reports** and dashboards, utilizing key Pega rules such as **Data Pages**, **Activities**, and **Reports** to provide insights and support decision-making processes.
- Identified, reported, and resolved bugs on time, utilizing **Agile methodologies** to manage the defect lifecycle and improve application stability.
- Conducted **root cause analysis** for recurring issues, implementing long-term solutions to prevent future occurrences and enhance application reliability.
- Assisted in the **migration of Pega applications**, ensuring data integrity and minimal downtime.
- Developed and maintained documentation for system configurations, processes, and troubleshooting guides, enhancing **knowledge transfer** within the team.

Projects

- **Unum Insurance application**   *- Pega PRPC,Pega Cloud*

    – Managed multiple applications across various technology stacks for back-office operations, including processing premiums and bill payments.

    – Utilized Pega rules such as activities, data pages, integration, decision rules, data transforms, and reports to enhance application functionality.

    – Worked with advanced Pega topics, including job scheduling, queue processing, agents, listeners, and clusters, to ensure optimal performance.

    – Led data integration initiatives from different systems to improve service request handling and information flow.

    – Conducted troubleshooting for applications hosted on Pega Cloud, resolving issues efficiently to minimize downtime.

    – Developed documentation and reports to support management decisions.

- **Pega-based hotel booking application**   *- Pega PRPC*

    – Initiate Reservation:The user begins by planning their reservation. This involves selecting a hotel, choosing rooms, and viewing an initial summary of the booking details.

    – Authenticate: The user logs in to continue the booking process. Initially, there might have been steps for entering personal, address, and billing information, but these appear to be crossed out, indicating simplification to just logging in.

    – Give Details: After logging in, the user enters additional reservation details, such as guest information, any promotional codes, billing information, and finally confirms the reservation.

    – Check In: The final step, where the user completes the check-in process for the reserved room.

Certification

Pega Certified Senior System Architect   *- Version 8.6 May 2022*

Pega Certified System Architect   *- Version 8.0 Aug 2020*

Education

Pravara Rular Engineering College, Loni   *May 2019*

Bachelor of Engineering in Computer Engineering   Loni, Maharashtra

P.Dr.V.V.P. Polytechnic, Loni   *May 2016*

Diploma in Computer Engineering   Loni, Maharashtra