** Deepika**

**Professional Summary:**

* 8 + Years of experience in software development with proficiency in designing & developing web based enterprise application for complex business needs using PEGA Rules Process Commander (PRPC) 5.5.
* Proficient in **Pega Implementation life cycle like modeling of business process, PRPC toolinstallation.**
* Experience in designing and developing **Business Rules Engine** (BRE) and **Business Process Management** (BPM) applications using PRPC.
* Experience in phases of Smart Build BPM life cycle like model, build, execute and monitor using PRPC.
* Proficient with **DCO tools** (Application Profiler, Application Accelerator, Sizing and Estimation, Application Document Wizard, Requirement Document Rules).
* Extensive experience in constructing **Class Structure hierarchy** and **Rule Set structure** based on **Pega Guardrails**, security based on role and privileges, C**onfiguring agents, Connectors, Data model**, P**rocessflows**, business logic definition and user interface Design.
* **Extensively uploaded test cases from MS Excel, MS Word to Test Director & Quality Center.**
* **Experienced in Bug Tracking System and Process.**
* **Well conversant with scripting languages like Java Script, VB Script, HTML, DHTML, and XML.**
* **Strong in manual testing, Automated testing in Visual Basic & other protocol of automation tools Experience in testing applications under. Net, Windows.**
* **Proficient in Database (Oracle, SQL Server) testing skills using advanced SQL, PL/SQL.**
* **Versatile team player with good communication and problem solving skills with all management levels**
* **High proficiency in Scheduling, Managing resources and activities in QA Teams**
* Experience in creating F**lows, Flow actions, Assignment, Properties** and A**ctivities**.
* Sound skills on **PRPC tools such as Tracer, Clipboard and System Management Application (SMA).**
* **Designed PRPC flows, Assignment, utilities, Decision, Spin-off** and **Split- Join** shapes.
* Experience in **using various out of the box PRPC tools like SMA, PAL, PLA, Pre-Flight, Application Profiler.**
* Experienced working in **Automated Unit Testing** and**Test Management Framework.**
* Extensively used Connectors and **SOAP Services in PEGA PRPC to integrate with external systems**
* 24x7 production (on-call) support on a weekly rotational basis.
* Expert level experience in **software development life cycle (SDLC) best practices and Written** documentation.
* Solid Experience in **Oracle 10g / 9i /8i and MS-SQL Server 00/05,** stored procedures and triggers.
* Experienced in **installation, configuration, development and deployment on IBMWeb Sphere, Apache Tomcat and JBOSS servers.**
* Experience in **Upgrading Java Platform and migration of Blaze Rules Repository versions.**
* Strong working experience in **leading J2EE framework like spring, Hibernate, Struts.**
* Experience with **various version control systems like Clear Case and VSS.**
* Extensive experience in **Banking and Insurance domain.**
* Thrive in both independent and collaborative work environments.
* Team player, result-oriented, fast learner, well adaptable to challenging environments, Strong work ethics and commitment to work will well serve to achieve Client’s objectives.

**Technical Skills**

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| BPM Tool | PRPC v6.x, v7.x |
| PRPC Skill Set | User Interface, SOAP Services, SQL and SOAP Connectors, Security, Class Design and Flow Rules. |
| BI Tools | OBIEE 11g/10g, OBIA 7.9.6.4, BI Publisher, Tableau 9.x/8.x, Informatica, ODI |
| Databases | Oracle 11g/10g/9i/8i, DB2, MySQL, PostgreSQL, Teradata |
| Domain | Banking, Insurance, Media & Telecommunications, Retail, Health Care |
| Programming Languages | Java, PL/SQL, C |
| Web Technologies | JSP, Servlets, HTML, JavaScript |
| Application Servers | WebSphere Process Server 6.x and 7.x (WPS), WebSphere  Application Server 6.x (WAS), Tomcat Web Server 7.x |
| Operating Systems | Microsoft Windows XP/7/8/10, Linux/Unix |
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**Certification:**

* PEGA Certified System Architect (CSA) V7.1

**Professional Experience:**

**Aetna Health Services, Nashville, TN Aug 15 To till Date**

**Role: Sr. Pega PRPC Developer /Tester**

**Description:** This project involved creating the medical claims processing system for Aetna. It consisted of different modules like provider enrollment, member enrollment, programs and coverage. This project also involved the maintenance of claims workstation that automatically handles the entire claims life cycle.

**Responsibilities:**

* Working with the various business teams to gather business requirements, designed prototype of the system and presented to the business users/managers.
* Analyzing requirements gap and coordinating with Line of Business.
* Involved in Designing, Developing and testing the application.
* Involved in Designing High Level Class structure, with defining framework and implementation layers’classes and rule sets to be used.
* Gathered business requirements by driving user-group meetings and working with various global, cross-functional and virtual teams
* Managed the team of consultants responsible for developing on-demand Medicaid Management System reports.
* Produced Gap Analysis documents for HIPAA 5010 and ICD-10.
* Established questionnaires and resource leveling required for implementing HIPAA 5010 and upgrading ICD-9 diagnosis codes to ICD-10 codes.
* A specific description of all of the major Medicaid and CHIP-related provisions of the Affordable Care Act as well as related policy guidance can be found under [ACA Provisions](http://www.medicaid.gov/AffordableCareAct/Provisions/Provisions.html).
* Designed the online screens and reports for the Medicaid Online Electronic Claims Submission System.
* Expertise in SQL Server Analysis Services (SSAS, SSRS)
* Identified/documented data sources and transformation rules required populating and maintaining data warehouse content.
* Integrated Web services testing for CCM/Web Cap projects using HP Service Test
* Monitoring SQL server performance using profiler to find performance and dead locks
* Conducted ICD 10 Impact Assessment of the various streams such as Health Care Management systems, including HEDIS Specifications; Benefits, Mandates and Medical Policy; Claim Processing& Data Storage; Provider Contracting; and Reimbursement
* Developed and conducted statewide HIPAA 5010 and ICD-10 awareness program for all IDS staff in the client.
* Strong experience on Pega Security like creating and working with Access Groups Access Roles, Privileges, Rulesets and Ruleset Versions
* Used Sterling Commerce’s NDM (Connect: Direct) software for shipping files between MMIS and EDI.
* Conducted Functional Walkthroughs, User Acceptance Testing (UAT), and supervised the development of User Manuals for customers.
* Identify Member, Provider, Coverage, Medicare, and Medicaid.
* Involved in creating automated Test Scripts representing various Transactions, Documenting the Load Testing Process and Methodology. Created meaningful reports for analysis and integrated the Performance Testing in the SDLC.
* Pega Test Execution is all about assuring the stability of core Pega RULES. To test the stability and make the shipment of the build bug free, we developing sample scenarios including various rules like Activities, Flow Actions, Declarative Rules, and Integration Services etc.
* Requirements Elicitation, Analysis, Communication, and Validation according to Six Sigma Standards.
* Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams, OOD using UML
* Involved in all phases of software development life cycle in RUP framework.
* Used Rational Rose to model the process using UML to create behavioral and structural diagrams.
* Developed business process models in RUP to document existing and future business processes.
* Participated in the creation of a Test Planning, Test Scripts, Testing, Defect Reporting and Management.
* Designed Case Manager and User Portals and involved in development of Harness, Sections and layout.
* Monitoring Log files to any trace exceptions thrown from application or any abnormal alerts logged which takes significant time to execute any query or service calls.
* Performed Code Reviews and provided the comments with pega recommendations.
* Involved in testing the application using automated unit test.
* Involved in individual and group management to reduce he overhead and speedup the testing process.
* Reviewed Technical Specs together with the team of two developers
* Wrote Test Plans in MS Word for Manual Testing, System Testing, Integration Testing, Performance Testing, Regression Testing & reviewed their consistency with the business requirements.
* Performed White Box, Black Box, and Usability Testing.
* Worked on test case retention, because tests are directly associated with rules themselves.

**Environment:** Pega Rules Process commander V7.1, Smart Investigate, Rational Rose, Oracle 11g, XML, HTML, Web logic**.**

**Detroit Medical Center, Detroit, MI Feb 2014 To July 2015**

**Role: Sr. PEGA PRPC Developer/Tester**

**Description:** Develop the technology enabling a new generation of connected vehicles. This technology is a key enabler to things like smarter car sharing programs, more advanced active safety and even autonomous driving. GM IT is a leader in cutting edge technologies such as Mobility, Telematics, Mission-Critical Business Systems, Supercomputing, Vehicle Engineering, and Real-time Computing.

**Responsibilities:**

* Responsible for Designing, Developing business requirements in PRPC for all dispute processing processes
* Worked on PRPC User Interface development – Sections, Harnesses, Flow Actions developing web-based UI’s using DHTML, Object-oriented JavaScript.
* Involved in pega BRE implementation to integrate application with external system through service calls.
* Support production issues for functionality implemented in pega.
* Implemented Activities to implement business logic, Properties for data management, When condition, Process Flow.
* Worked closely with the Developers and Engineering Teams in the review and modification of the product and its specifications using Agile-testing methodology.
* Involved heavily in UNIX and SQL based testing for Initial, catch-up and incremental load for several test cycles.
* Performed White Box, Black Box, and Usability Testing
* Wrote Test Casesin MS Excel for user registration, access to training material, and activity log-in, reviewed the test cases and finalized.
* Involved in testing of both Web Services that are called to the BPM tool as well as Process Workflows
* Use Pega application to test different version of Underwriting Rules
* Modified XML files to manipulate the data in order execute negative scenarios on PEGA.
* Involved in creating sample mappings for the conversion of EDI X12 transactions code sets version 4010 to 5010 and translation of ICD 9 codes into ICD 10 codes.
* Work flow testing which in turn testing towards PEGA which was rules engine for this system.
* Provided complete scope of testing activities for the project (testing data Warehouse functionality to compare data pull between SQL 2000-production) and SQL 2008
* Testing all the codes released by PEGA.
* Propose strategies to implement HIPAA 4010 in the new MMIS system & eventually move to HIPAA5010.
* Review and scanning of medical records for insurances companies to insure accurate CPT and ICD-9 coding practices.
* Worked in creating and verifying EDI transactions for Medicaid (MMIS) and Medicare claims.
* Worked closely with the Developers and Engineering Teams in the review and modification of the product and its specifications using Agile-testing methodology.
* Involved heavily in UNIX and SQL based testing for Initial, catch-up and incremental load for several test cycles.
* Documented the outcomes of all the testing in MS Word and MS PowerPoint.
* Extensively worked on User interfaces like Harness, Section, Fragment and HTML stream property rules.
* Identifying Properties and Activities, designing the Sections and Harness.
* Implementation of PRPC components like Decision tables, Decision Maps, Declarative Expressions, Constraints and Indexes etc.
* Implemented the Agile methodology in design and the rule development phases using the Pega Rules Process Commander.
* Used testing applications.
* Created and Executed test cases for flows and other rules.
* Updated previously recorded test cases and expected results into the new input data.
* Manually run test cases, run them as suite or from the Test Management Framework.
* Created a Ruleset and Ruleset version for unit testing.
* Worked on integration rules like Rule-Connect-SQL, Rule-Connect-SOAP to perform query operations on the external databases and consuming external web services.
* Prepared Role Based Access group and Control document for the PEGA Workflow team.
* Created Class structure, Workflows and Rule sets in PEGA PRPC.
* Used design tools like Microsoft Visio for designing the workflows of the application. Developed Rules for validation and Integration pertained to Rule-Connect and Rule-Service.
* Implemented activities with business logic with different out of box methods to meet the requirements.
* Got the XSD/DTD representing the legacy data in XML format and used ‘Connector and Metadata. Created parse and XML rules using data mapping wizard.
* Created a Prototype for evaluation of a specific process in the Enterprise Application using Blaze, ILOG JRules and PEGA Rule Engine as a part of SOA in J2EE environment using Design patterns

**Environment:** JDK 1.5, Java, J2EE, MS Visio, Pega PRPC 5.4, IBM Web Sphere 6.1, JavaScript, HTML, CSS, Oracle 10g, Windows XP.

**TIAA-CREF, NC Oct 12 To Jan 14**

**Role: PEGA PRPC Developer**

**Description:** TIAA-CREF is the leading provider of financial services in the academic, research, medical and cultural fields,

TIAA offers annuities and insurance to employees at non-profit organizations and is required by its charter to operate on a non-profit basis. CREF manages variable annuities which are offered to the same individuals and institutions that TIAA serves.

**Responsibilities:**

* Developed high level class structure in PRPC like organizational, data, integration and work layers and defined different rule sets as per different layers.
* Designed, developed and deployed workflows in PRPC using MS Visio and design of flow diagrams.
* Designed and Developed activities to implement complex business logic.
* Used RDB method to create data base connections. created connector rules through wizard to consume external SOAP services. Worked on Parse XML and XML stream rules to send request and parse response from service.
* Prepared Role Based Access group and Control document for the Pega Workflow team.
* Developed and Integrated SLA (Service level Agreements) in the workflow for setting goals related to work processing.
* Used design tools like Microsoft Visio for designing the workflows of the application. Developed Rules for validation and Integration pertained to Rule-Connect and Rule-Service.
* Coordinated in the SOAP service for the service Request and WSDL deployment.
* Extensively used Integration Connectors & Mappings such as Connect-EJB, Connect-SQL and Parse XML rules of PRPC.
* Created List View and Summary View Reports to achieve different report as per requirement. Used summary view report to implement charts functionality.
* Created Access Groups, Work Groups, Classes, Rulesets etc.;
* Implementation of Proof of Concepts;
* Migrated data instances and Rulesets using Product and Patch rules from development to SIT, UAT & Production environments.
* Involved in debugging/logging application using PEGA Tracer tool and Performance Analyzer (PAL).
* Involved in analyzing, testing the application and fixing the bugs.

**Environment:** Pega PRPC 6.1, Java, Pega CRM, SQL, HTML, XML, and Oracle 10g, Web sphere, JAVA, MS Visio

**Franklin Templeton Investments, CA Apr 10 to Sep12**

**Role: Pega Developer**

**Description:**A pure investment management organization Multi-manager structure. Are specialized expertise across styles and asset classes,the company has Integrated risk management Diversified by investment objective, client type, and geographical region and are focused on delivering strong long-term results and reliable, personal service.

**Responsibilities:**

* Interaction with Business Analysts and Users to understand the business needs and requirements
* Involved in the design and development of Class Structure, Properties, Process Flows and Flow Actions.
* Designed and Created Portals, Gadgets as per the client’s requirements.
* Developed Rules for validation and Integration pertained to Rule-Connect and Rule-Service
* Created Data models, Activities, Access groups, Access Roles, Decision Rules, SLA’s, Activity Rules and Reports.
* Worked with Hibernate configuration files. Created the object relational mappings (ORM) of database tables with Java Beans.
* Integrated PRPC with external database and Web services using Connector and Service Rules.
* Developed various reports using List view and Summary view rules.
* Involved in the SOAP Service for the Service Request and WSDL deployment
* Performed Testing and debugging of the application using Tracer and Rules Inspector.
* Participated in Change Management aspects including defining and implementing procedures to deal with changes in business requirements

**Environment:** Pega PRPC 6.1, Oracle 9i, HTML, XML, SOAP, Java, J2EE, Web logic 10.0 and Windows

**The Capital Group, CA Jun 08 to Mar 10**

**Role: Java Developer**

**Description:** The Capital System is designed to enable individual investment professionals to act on their highest convictions, while limiting the risk associated with isolated decision-making and is focused on delivering superior results for long-term investors. Operating from offices throughout the world, Capital Group uses rigorous analysis, on-the-ground research and diverse points of view to develop investment perspectives.

**Responsibilities:**

* Involved in Defect fixing and development as part of enhancements
* Created the Technical Specification for enhancements
* Develop the application as per the requirements
* Perform the positive as well as the negative testing
* Prepare the Defect log for the defects found
* Fix the errors as per the defect log, involved in Production support fixing Production issues
* Deploy the Application patch version on **UAT**
* Release Management

**Environment**: Oracle WebLogic portal, Windows XP, Unix, MS Visio, HTML, JSP, Java Script, XML and Java, Oracle 11g.