**HARIKA**

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| **Summary** | | |  | * Over 7years of experience in IT Industry with 4 years of experience in the area of Requirement Analysis/Design, development and implementation in J2EE architectures and related technologies in banking and healthcare Industry. * Involved in architecture designing implementing PRPC Rules and developing Enterprise Applications using PEGA * Experience in designing and development of User Interface, Process Flows, Activities, Decision & Declarative rules and Security management. * Good knowledge of project documentation, requirement analysis document, high level & low level design documents and test cases based on ISO and CMMI level 5 standards. * Experience in processing service request case developing and designing SOAP services and Connectors in the PEGA application. * Experience in using PRPC debugging tools such as Tracer, Clipboard and System Management Application (SMA) and Log Files * Designed PRPC flows (Rule-Obj-Flow), Assignments, Utilities, Decision, Spin-Off, Split-Join shapes. * Implemented various Activities used OOTB Methods and Functions. * Extensive experience in developing Flows, UI Components, SLA, Correspondence, List View and Summary View reports in PEGA. * Experience is designing Agents, File Listeners in PRPC * Strong understanding of Object Oriented Analysis and Design (OOAD) concepts, various Design Patterns (JAVA/C++), developing and maintaining project documentation. * Extensive experience with Oracle Databases & thorough knowledge & experience in PL/SQL, Stored Procedures, Triggers. * Involved in complete Software Development Life Cycle (SDLC) starting from requirements gathering and performed Object-oriented analysis and design using UML. Knowledge of RUP and Agile/Scrum development and delivery models. * Experience in troubleshooting of PRPC applications utilizing clipboard, tracer and Live UI * Well adaptable to challenging environments, Strong work ethics and commitment to work will well serve to achieve Client's objectives. |
| **Technical Skills** |  | **BPM Product** PEGA PRPC 7.1.6, 6.2 SP1  **PRPC Skill Set** User Interface, SOAP Services, MQ Listener, SQL and SOAP  Connectors, Security, Class Design and Flow Rules.  **Methodologies** Waterfall, Agile/Scrum  **Version Control** SVN, Clear case, Git, GitHub  **Messaging Services** TIBCO EMS, JMS, MQ  **Modeling** Microsoft Visio 2003/2005 Professional, UML  **Programming Languages** JAVA/J2EE, C, C++, SQL, PL/SQL, C#.  **Markup Scripting Languages** SOAP, JSP, XML, XSL, HTML, CSS, JavaScript  **J2EE Technologies** EJB2.0, Servlets, JSP, JDBC,JMS, JNDI  **Databases** DB2, SQL Server, My SQL, Oracle 9i/10g/11g, MS Access  **Application Web Servers** Apache Tomcat 6.0, Web logic 8.1/9.2, Web sphere 6.0  **Operating Systems** Windows, UNIX, Linux, AIX  **Business Verticals case** Financial Services, Healthcare, Insurance | | |
| **EDUCATION and Certification** |  | **PEGA Certifications**   * PRPC Certified Senior System Architect (CSSA) * PRPC Certified System Architect (CSA)   **Education**   * Bachelor Degree Engineering in Sri Indu University, India | | |
| **Experience** |  | **Care First Health Group, Reston, VA Sep 2016 – Present**  **Senior PEGA Developer**  **Roles & Responsibilities:**   * responsible for development of PCPS Application using PEGA CPM-HC Framework to handle Member and Provider Services .The Application is used to handle customer requests for government sponsored health plans to Prudential Insurance customers which include support to 14 different plans across various regions. * Conducted DCO sessions with Business Architect / LOB to go over requirements for each phase. * Involved in designing the Case Rule, business flows, User Interface and identifying Work and Data properties * Responsible for triage of new Tickets between PEGA GCS and Development Team. After analysis, I would submit a request to GCS and work closely with them to resolve the issue either by making code changes (or) installing Hot Fix. * Involved in using the PIS which used to connect to the external system to retrieve the customer total data. * CSR has used the feature called Quality performance Management to interact with customers and to get feedback from them. * Followed PEGA Best practices and Guardrails during all phases of the application development. * Responsible for Configuring Services and Connectors (File, SOAP, JMS, DB, Email) in PEGA. * Interacted with business partners to capture business requirements. * Designed the Portals, Sections, Flow actions, Gadgets depending on the client’s requirements. * Created Validation rules to implement business logic validation. * Created Activities, steps and methods like property set, page new, calling other activities for implementing core business logic. * Interacted with the database team to written SQL Queries using SQL-Connect extensively for batch processing, and stored procedures.   **Environment**: PEGA PRPC 7.2.2,CPMHC & CPMI Frameworks, SOAP, Web Services, XML, SOAP, Windows XP, Java, J2EE, Web Sphere  **United States Department of Agriculture, Washington, DCDec 2014 – May 2016**  **Senior PEGA Developer**  **Responsibilities:**   * Responsible for designing and developing FWA Application which acts as the core system to handle Fraud, Waste and Abuse cases reported from various System of Records for claimants effected via BP Oil Spill in the gulf of Louisiana. This system to be used by Various Front Office Teams to identify if a claimant is trying to perform fraud by submitting claims in different categories (Ex: Seafood compensation , Personal Injury and HealthCare Damage) via different portals and with incorrect information. * Worked closed with External Information Providers such as Lexisnexis and Dun & Bradstreet to develop SOAP Calls which fetch claimants Tax and Audit history and previous Credit data as needed * Worked closely with LSA and LBA on clarifying the requirements and outlining a low-level design that would be used as guideline for developing rules within PRPC * Designed and Developed new portal rules for front office users to Activate/Deactivate User Accounts. * Created Reporting rules to report when certain thresholds are met for a claimant such as same SSN used with a different address to submit multiple claims * Designed Class Structure, along with Data Model for Fraud module with reusability and specialization in mind. * Created Security rules such as Access Role of an Object, Access Roles, and Access groups to handle special access to certain functionalities in the system for external users. * Well versed on Creating Data Transform, Activities, Decision Rules like Decision Tree, and Decision Table, Decision Map and Declarative rules like Constraints, Expressions & on Trigger. * Experience creating rules for Validation, Integration rules like Rule-RDB-SQL using methods like RDB save, RDB Open, RDB list * Created business flows, User Interface Components and identifying Work and Data properties * Utilized PEGA case management features, which include Covers to handle multiple claims for a claimant. * Updated and reported work status in PMF daily * Followed PEGA Best practices and Guardrails during all phases of the application development.   **Environment:** PRPC 7.1.6. SP2 ,PMF, XML, LINUX ,Web sphere, Oracle Database 11g  **Bank of America, Newark, DE Oct 2013 –June 2014**  **PEGA Developer**  **Roles & Responsibilities:**   * Responsible for development of hotfixes and needed utilities which are utilized in resolving CTS Dispute processing within CCMS using PEGA System’s Smart Dispute Framework for batch dispute creation. * Production Support Analyst, Responsible for triage of new defects that were identified. After analysis, I would troubleshoot and resolve defects and validate defects as needed. Involved in handling accounting issues, Struck claims and Correspondence issues that might cause LOB from not moving forward with a dispute. * Involved in High Level Design & Implementation review meeting with LSA and fellow team member to go-over class structure and architectural changes within CCMS * Worked closely with LSA and CBA on clarifying the requirements and outlining a low-level design that would be used as guideline for developing rules within PRPC * Well versed on Creating Activities, Decision Rules like Decision Tree, and Decision Table, Decision Map and Declarative rules like Constraints, Expressions &On Trigger. * Data-Admin-DB-Name instance was created to connect the external database using the JDBC Connection URL or the JDBC Connection Pool. * Actively involved in Performance optimization by running the PAL reports, checking the logs and fine tuning the code * Extensively used debugging tools in PEGA which include PAL, Tracer, Clipboard and Rules Inspector. * Involved in Code deployments. Which Include Locking of Rule set Versions, Creating of Product (or) Product Patch, Importing the ZIP file into new environment and restarting it. * Extensive experience in Creating Classes, Rule Sets, Access group, Flows, Harness and Section. * Well versed on Creating Activities, Decision Rules like Decision Tree, and Decision Table, Decision Map and Declarative rules like Constraints, Expressions &OnTrigger. * Extensively worked on Service Oriented Architecture (SOA), Creating Rule-Service-SOAP, Parsers, and XML Generation. * Experience creating rules for Validation, Integration rules like Rule-RDB-SQL using methods like RDB save, RDB Open, RDB list * Creation of database, users, schema, tables partitioning, Indexes on tables * Created Agents for automatic scheduling. * Experience using HTML and HTML Fragments   **Environment:**PRPC 6.2 SP1, Smart Dispute 6.2 SP1 , Oracle, HTML ,Vision 2007 ,JAVA, XML, JavaScript, IBM Web Sphere  **TQuanta Technologies, India Oct 2011 –May 2012**  **JAVA Developer**  **Responsibilities:**   * Involved in the analysis, design and development of e-bill payment system as well as account transfer system and developed specs that include Use Cases, Class Diagrams, Sequence Diagrams and Activity Diagrams. * Designed the user interfaces using JSPs. Developed custom tags, JSTL to support custom User Interfaces. * Implemented Business processes such as user authentication, Account Transfer using Session EJBs. * Used WSAD 5.1.2 for writing code for JSP, Servlets and EJBs. * Used Spring Framework to support the Hibernate tool and JSF for MVC view. * Used TIBCO EMS to transfer messages between SBI and other banks.   **Environment:**Java, JSP, EJB, JMS, DB2, HTML, XML, WSAD 5.1.2 (Web Sphere Studio Application Developer), Spring framework, TIBCO EMS  **InfoTech Enterprises Ltd, IndiaJune 2010– Aug 2011**  **JAVA Developer**  **Roles & Responsibilities:**   * Involved in the analysis, design and development of e-commerce application which provides a way to access data on the Internet. Receivable is a module of the INFO Net, which facilitates the users various online inquiries like invoice inquiry, cash receipts Inquiry, and customer inquiry. These inquiries play a good role in collections. The collectors of the Receivables can extensively use these inquiries to find out the details of the customers located in his area and to check the open invoice amount for each customer. * Developed Presentation layer using JSP, and Applets. * Involved in server side programming using Servlets that generated HTML pages at run time. * Developed several Java classes that enabled the use of Oracle databases without the need for any Changes to the underlying JDBC code.   **Environment**: Java, JSP, Servlets, JDBC, Windows 2000, XML, Oracle, UNIX, Shell Scripts, HTML, CSS, JavaScript, Tomcat, web logic 6.1 | | |
| **References UPon Request** |  |