KOTI CHIRRA Koti.chirra@gmail.com

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**Professional Summary:**

Certified PEGA Senior System Architect (CSSA) and System Architect (CSA) having 8+ years of experience in IT Industry with 5 years of experience in design and development of large scale Business Process Management (BPM) and Business Rules Engines (BRE) applications using PEGA Systems PEGA Rules Process Commander (PRPC).

* Experience on Requirement Analysis, EAD (Enterprise Architectural Design), Implementation of PRPC in Agile and Waterfall Methodologies.
* Expertise in developing User Interfaces (Sections, Harness, and Flow actions), screen layouts using Harness and Section.
* Experience in wide area of domains like Banking, Insurance, and Health care.
* Designed PRPC flows, Assignments, Utilities, Decision etc.
* Worked on developing user interface and screen layout using Harness, Sections, JSP’s and HTML.
* Expertise in creating Validations, Declarative rules, SLA events and Corresponding Rules.
* Experience working on different Frameworks and handling various scenarios as part of Disputes processing (Visa, Master Card).
* Worked on CPM framework for managing and automating customer service across multiple customer touch points.
* Work Exposure on Integration (SOAP, SQL) with PRPC.
* Extensive debugging Skills in PRPC using Tracer, Clipboard, PAL, PLA and Rules Inspector.
* Good experience in designing the application that follows all the PEGA guardrails, DCO and PEGA best practices.
* Created Product, Patch, and Deployed into QA, UAT and PROD environments.
* Expertise to fix issues found during Unit testing and the defects found in the ST, QA and UAT testing phases.
* Successfully implemented the DOD (Definition of Done) and DOR (Definition of Ready) as part of Agile Practices.

**Education and Certifications:**

* **Bachelors of Technology** from Jawaharlal Nehru Technological University, India in 2007.
* PEGA Certified System Architect **(CSA - PRPC V7.2)**
* PEGA Certified Senior System Architect **(CSSA - PRPC V7.1)**
* [Verify Certification](https://pdn.pega.com/pega-academy/verify-certification?email=kotireddy522%40gmail.com)

**Skills:**

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| --- | --- |
| BPM Product | Pega Rules Process Commander (PRPC v6.1/6.2/6.3/7.x) |
| Operating Systems | Windows 2000, XP, Windows NT, Unix/Linux (Red Hat) |
| **Programming Language** | Java, J2EE, C |
| **Java/J2EE Technologies** | J2EE, JSP, JDBC, JMS, Web Services,Struts,Hibernate |
| **RDBMS** | SQL Server, Oracle, DB2 |
| **Web Technologies** | HTML, AJAX, JavaScript, XML, JQuery |
| **Web/App Servers** | Apache Tomcat, web logic, web sphere |
| **Tools** | Microsoft Visio, Rational Rose, Quality Center |
| **Concepts** | SDLC, Object Oriented Analysis and Design, Unified Modeling Language (UML), Assembly and System Level Testing, exposure in Agile. |

**Deutsche Bank, Jersey City, NJ Feb2016 – Till date**

**PEGA Senior System Architect**

**Description:**Product Data in Asset Management(AM) division is created and maintained in a fragmented way today. This results in difficulties in consolidating universal set of products for the division and categorizing in accordance with the broad range of businesses and applications that are held under the Asset Management(AM) umbrella. Due to this fragmented approach, it is difficult to provide a singular register for all funds and mandates created or maintained across the firm. This in turn leads to issues in defining a consistent set of performance metrics by which to measure profitability of funds and mandates. Product Master addresses all the above concerns and act as single point of contact for product onboarding under Asset Management(AM) division. Also, Product Master onboarding will replace all the existing old systems.

**Responsibilities:**

* Interacted with BA’s, Project Manager, Product Owner and CDO to understand the business process, identify enhancements and gather Business Requirements.
* Worked on PRPC flow diagrams, interpretation of complex flow shapes for business scenarios.
* Connected to SharePoint 2007 from PEGA using SOAP service(Https).
* Involved in Design of class Structure, Properties, Activities and Service rules.
* Prepared the User Interfaces (section, harness and flow action), portal representation.
* Involved in creating the SLA events on the assignments for background jobs for Product Closure.
* Testing and debugging using tracer and rules inspector.
* Involved in Creation of validation (Property-validation, Obj-validation) rules to implement business logic validation.
* Worked on Case management process in PRPC to accomplish the tasks/sub cases.
* Implemented Custom controls as part of truncating data and Hover screen functionality for field values as requested by business owners.
* Expertise to fix issues found during Unit testing and defects found in the Dev, QA and UAT testing phases.
* Successfully implemented the DOD (Definition of Done) and DOR (Definition of Ready) as part of Agile Practices which are part of acceptance criteria for any given user story.

**Environment**: PEGA Rules Process commander V7.2, WebSphere, Apache Tomcat (Migrated to WebSphere), Oracle, Unix.

**Baxter, Round Lake, IL Oct 2014 -- Jan2016**

**Senior System Architect**

**Description:**This project is to enhance the customer experience for Baxter customers, Phase 1 of the Large Group Sales project will increase the automation level of the Client Install process which includes Quoting, Health plan updates and contract finalization, as well as begin the design of a centralized product repository for health products. The Client Install process will be streamlined to reduce hand-offs and integrated with back-end systems to increase sales coordinator efficiency and ensure data integrity.

**Responsibilities:**

* Interacted with Users, Developers, Project Manager to understand the business process, identify enhancements and gather Business Requirements.
* Responsible for creation of rule set designing, class structure and rule-resolution designing.
* Creation of Pega Data tables and external tables using the SQL integration and mapping to the Pega internal classes.
* Worked on various reporting rules to generate the report which provides eachchange made in the entire workflows.
* Prepared the User Interfaces (section, harness and flow action), portal representation.
* Based on the access to the application implemented security rules to different users.
* Involved in creating the SLA events like completion of one assignment automatically completes other assignments.
* Implementation and integration of multiple external systems with soap connectors.
* Testing and debugging using Clipboard, Tracer and UI inspector.
* Designing the SQL connector to get data from the external database.
* Completed the work modules by using Agile methodology.
* Involved in creation of validation apart from Pega validation also developed java validation using function rules to implement business logic validation.

**Environment**: PEGARules Process commander 7.1.6, Web Sphere, SQL Server,Windows.

**Florida Blue, Jacksonville, FL July 2013– Sep 2014**

**PEGA System Architect**

**Description:**Florida Blue implemented Siebel for sales automation; challenges have been encountered adopting Siebel as the Group Sales Platform. Florida Blue performed an in-depth market analysis; based on the RFP (Request for Proposal) responses, Florida Blue selected PEGA Group Sales Process Manager (GSPM) and PCS (Product Composer System). Florida Blue is a product driven company where customer satisfaction is paramount.

**Responsibilities:**

* Designed and implemented the User Interfaces using Sections, Harness and Flow Actions.
* Created Process flows, Activities, Properties, Data transforms and Validations
* Utilized the Decision rules like decision tables, decision trees and map values to implement the business rules.
* Implemented Declarative expressions, declare Constraints.
* Worked on creating the SLA events on the assignments.
* Involved in creating Corresponding Rules.
* Worked on CPM framework to make customer service for users as automatic application.
* Implementation and integration of multiple external systems with soap connectors and Services.
* Created list views and summary views for reporting purpose which were reused both at the UI front and at the reporting gadgets with pie charts and trend reporting.
* Created Operators, Workgroups, Workbaskets, Data tables.
* Created and deployed an intelligently automated business workflow that uses defined business rules to route work.
* Involved in Creation of validation rules to implement business logic validation.
* Rules tested and debugged using tracer and rules inspector.
* Ran various performance tools such as PLA, PAL, SMA, Tracer and DB Trace.
* Expertise to fix issues found during Unit testing and the defects found in the QA and UAT testing phases and prepared the Unit Test Results document.
* Involved in upgrading pega version from 6.3 to 7.1.2.
* Experience in working with customers to determine their needs, gather, analyse and document requirements, communicate with customers throughout the development cycle, manage customer expectations and resolve issues.

**Environment**: PEGA Rules Process commander V6.3 to 7.1.2, DB2, SQL Server, WebLogic server.

**Westbend Mutual Insurance, Westbend, WI May 2012 -- Jun 2013**

**PEGA System Architect**

**Description:**This client is a consumer-governed system that coordinates care and coverage. This application facilitates the customer service representative to handle all the functions regarding processing claims, coverage and quotes.

**Responsibilities:**

* Development using PEGA Rules Process Commander V6.3 according to the Business requirements.
* Created High Level Class structure, Class Hierarchy, Workflows and technical design document.
* Provided technical insight and direction on project initiatives from PEGA expertise perspective.
* Designed and developed the User interface for the application by creating the harness and section rules.
* Created Data classes and DB tables for integrating with external systems.
* Developed Validation Rules and Integration rules pertained to Rule-Connect- and Rule-Service.
* Implemented various PRPC components like Decision tables, Decision Maps, Declarative expressions, Constraints, and Indexes etc.
* Troubleshooting Prod issues with Pega tools like tracer, SMA and clipboard.
* Used RDB-List, RDB-Open, RDB-Save depending on the business rules in the project.
* End to end Integration and testing of the application.
* Created product rules and migrated zip files from development to QA, UAT & monitored performance when regularly.

**Environment**: PEGA V6.3, Web Sphere, Modular view, Oracle, DB2, Quality Centre.

**Active Health Management, Charlotte, NCFeb 2011–Apr 2012Java Developer**

**Description:** Active Health management provides population health management solutions that are designed to manage the health care costs. We utilize leading-edge analytics and evidence based clinical standards to offer integrated population health program and services to support strategies for a variety of organizations including health plans, providers, employers, and state/local governments. Active Health management support customer strategies to achieve their health and cost goals through a patient-center, holistic approach to individual engagement and proactive prevention of illness, promote healthier lifestyles and promote quality care.

**Responsibilities:**

* Attended various meetings with users go through and understand the client requirements.
* Coordinating with client and onsite coordinator for clarifications.
* Developed EJB’s to validate user login details and provide the requested information to the client.
* Developed various entity classes to process database related functionalities.
* Created WSDL for processing the client request using JAX-WS and JAXB for binding mechanism.Reviewed the source code with team lead and peers.
* Review the code which involves JDBC, JNDI, and web service.
* Unit tested various code modules and developed various unit test cases and documented.
* Maintained the code in svn repository.
* Prepared the release notes and user documentation.

**Environment:** JAVA, J2EE, EJB2.1, DAO, JDK5.0, Web services, WebLogic Server, Oracle, JDBC, PL/SQL Eclipse, Struts, ANT, Sqldeveloper, Junit, SVN, Windows-XP, soapUI.

**Workmen's Auto Insurance, Los Angeles, CA  Oct 2009 – Jan 2011Java /J2EE Developer**

**Description:** Workmen's Auto Insurance provides wide range of insurance services for customers; the main goal of this project was to a provide simpler procedure and pleasant experience for the customers depending on their needs. We’ve also customized the application depending on the feedback.

**Responsibilities:**

* Developed the application according to the requirements.
* Implemented MVC architecture using Struts MVC model integration for front-end request action controller.
* Developed configurable server-side validation using Struts validation framework.
* WebLogic application server was used for deployment of the application.
* Implemented DAO pattern for database connectivity with JDBC.
* Involved in writing and implementing SQL queries at the DAO layer using MySQL.
* Developed user interface using JSP, Ajax and jQuery.
* Implemented the ant script responsible for the generation of the war and jar files of both EWS and Eligibility Admin for deployment using the build tool Ant.
* Implemented logging using apache commons-logging with log4j.
* Created SOAP Web Services that consumes the web service of the vendor and produces service to the POS system, and to monitor the application.
* Used CVS for configuration management and version control. Implemented unit testing using JUnit.

**Environment:** Java, JSP, Struts, Axis Web Services, WebLogic Application Server, Log4J, Eclipse, Oracle, Tomcat, Ant, Junit4, Ajax, JQuery, HTML, Version Control (CVS), JUnit.

**Value Labs, Hyderabad, India Apr 2008 – Aug 2009  
Jr. Java Developer**

**Description**: Involved in the development of an online payables system integrated with the existing payment manager solution. The online tool is accessible via the portal. Users could perform role specific functions and transactions that will be validated by the online system. Features like reporting, secure email notification, transaction acknowledgment, file uploading, etc. are part of the online system functionality

**Responsibilities:**

* Gathered, developed, and maintained various business requirements from initial phase to final implementation
* Assisted database designers by continuous involvement in transition from business data to database design.
* Designed rich user interface components in **JSP** technology and Client validations using **JavaScript.**
* Implemented Struts pagination to display search results in pages.
* Mapped Form and Action Classes in **Struts-config.xml.**
* Coordinating with the business and **QA** team.
* Represented team in **UAT**. Bug fixes and technical support.
* Troubleshooting & fixing defects.

**Environment:** Java, Jsp, Servlets, JDBC, Struts, Hibernate, Java Script, Tomcat, CVS, Unix, Eclipse, XML Oracle.