**Shilpa**

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**Pega Certified System Architect**

**Professional Summary:**

* Qualified professional with 7+ years of experience in IT and over 4+ years in designing and developing applications in PRPC.
* Adept at Pega Implementation Life Cycle entailing business process modeling, PRPC design, development, deployment, Pega Business Rules Engine &amp; Java/J2EE based applications
* Hands on experience in Pega PRPC 5.x/6.x/7.x, troubleshooting &amp; performance tuning of PRPC applications using Clipboard, Tracer, PAL and SMA.
* Knowledgeable in the Initial set up of the application by defining the Rule Sets, Organizational Hierarchy, and Enterprise Class Structure.
* Excellent understanding of various types of Rules like Product Rules, Correspondence Rules, Integration Rules, Ruleset management and associated tools such as export & import.
* Hands-on experience in Flows, Flow Action, Activities, Properties, Access Groups, Sections in PRPC.
* Technically skilled in interpreting Tickets and comprehension of complex Flow Shapes for business scenarios.
* Involved in designing high level Class structure, Workflows, and Rule Sets in PRPC.
* Proficient in creating Access Groups, Operators, Work Manager and End User ID’s, Rule Set versions, Work Baskets, Work Parties required to develop applications.
* Experience in implementation of various PRPC components like Data Transform, Decision Table, Decision Tree and Declarative expressions.
* Skilled in creating UI’s using Harness, Section, and HTML.
* Extensively used Connectors and SOAP Services in Pega PRPC to integrate with external systems.
* Hands on experience in creating the List view and Summary view reports.
* Experience with Pega Worklist and Workbasket functionalities.
* Implementation of PRPC in Agile, Scrum, Waterfall, and Kanban methodologies.
* Experience in generating Process Diagrams and Discovery Maps.
* Worked with project team (onsite/offshore) in terms of understanding, helping team members with knowledge sharing and ensured smooth delivery of the project.
* Experience in implementing Pega Guardrails.
* Planning, co-coordinating and performing Manual Testing, Functional Testing, Validation, Integration Testing, Migration Testing, and User Acceptance Testing (UAT) of large-scale applications with multiple interfaces and training of end users.
* Technically literate in Risk Management and Project Management.

**Certification:**

* PEGA Certified System Architect (CSA) Version: 7.1

**Technical Skills:**

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| **BPM Product** | Pega Rules Process Commander (PRPC v 6.3/7/7.1,7.2) |
| **Operating Systems** | Windows , XP, Windows NT, Unix/Linux (Red Hat) |
| **Programming Language** | Java , J2EE, C++, C |
| **Java/J2EE Technologies** | JSP, JDBC, JMS, Web Services |
| **RDBMS** | Oracle 9i/10g/11g, SQL Server, MS Access, DB2 |
| **Web Technologies** | HTML, DHTML, JavaScript, XML, CSS |
| **Web/App Servers** | Apache Tomcat 6.0, web logic8.1/9.2, web sphere 6.0 |
| **Tools** | Microsoft Visio, Rational Rose, Quality Center, Tableu |
| **Concepts** | SDLC, Object Oriented Analysis and Design, Unified Modeling Language (UML), Assembly and System Level Testing, exposure in Agile. |

**PROFESSIONAL EXPERIENCE:**

**Client: Verizon, Rochester, NY July 2017 – Till Date**

**Role:** **Pega Developer**

**Responsibilities:**

* Worked with the business to understand the requirement and assisted the Team Lead to map them to technical specifications.
* Redesign and implement new Pega 7 features supporting for Pega 7 migration.
* Fine tuning the migrated application and provide post migration warranty.
* Responsible for unit testing, documentation, and production defect fixing.
* Involved in designing high-level class structure, workflows and rule sets in PRPC.
* Created the business process flows and flow actions in PRPC.
* Created high-level and low-level architectural design and process flow
* Developed activities, flow actions, decision and declarative, UI and custom rules to support the business functionality.
* Created properties and data models for the classes.
* Created Report Definitions for reporting purposes.
* Facilitate knowledge transfer of PRPC functionality and application functionality.
* Creation of rules for Validation and integration rules.
* Worked closely with other developers on development challenges and resolved them.
* Created operator Id's and properties. Creation of flows and flow actions based on the business requirements.
* Designed user interface screens using sections and harness.
* Working with the offshore development team.
* Worked on activities, used various out of the box rules according to the business requirements.
* Used Tracer Tool and Clipboard for debugging the application.
* Worked on Data Transforms, Report Definitions, and data pages.
* Created Rules for Validation, Integration rules like Rule-Connect-SQL using methods.
* Implemented Database interaction using JDBC/SQL with back-end Oracle and also developed and necessary stored procedures and triggers in Oracle.
* Participate in the daily stand up call to give an update of the daily tasks to scrum master, product owner and to the scrum team.
* Worked on Agents that run activities that creating and queuing work objects before loading work object.

**Environment:** PEGAPRPC 7.1, Oracle, XML, HTML, Java, JavaScript, Web Sphere, MS SQL Server

**Client: Capital One, Richmond, VA Aug 2016 – June 2017**

**Role: Pega Developer**

**Responsibilities:**

* Involved in design and development of High level Class structure, Properties, Process flows and flow actions.
* Worked and Created Data model, Activities, Access groups, Access roles, SLA’s, Activity Rules and Reports.
* Integrated with External Database using Rule-Connect-SQL.
* Worked on compatibility issues of converting from Pega v.6.3 to Pega v.7.1
* Worked on compatibility of UI controls using CSS, Javascript and AJAX.
* Worked on conversion of declare pages in Data pages.
* Created product rules and migrated zip files from development to QA, UAT & monitored Performance when regularly.
* Developed Front End Screens using Harness, Flow Actions, Sections rules and validations.
* Designed Workflows and implemented the requirements following the Use Case documents and Pega Guardrails.
* Had Troubleshoot technical problems and conducted analyses for efficient program/application solutions which support client business processes and functional requirements.
* Used Service Now for project monitoring.

**Environment:** Pega Rules Process Commander 6.3/7.1, DB2, JAVA, Oracle, WebServices, SOAP, Javascript, AJAX, CSS, Windows 7.

**Client: Data Scan Technologies, Atlanta, GA Sep 2015 – June 2016**

**Role:** **Pega developer**

**Responsibilities:**

* Involved in designing high level Class structures and involved in rule set management, access group management.
* Implemented workflows part of day-to-day business operations, the workflows is crucial to success of the system, especially considering the PEGA guardrails.
* Developed Rules for Validation and Integration rules pertained to Rule-Connect- and Rule-Service-.
* Design and development of the application Enhancements – Worked on Class Structure Design, activities, decision rules, UI rules, SQL Connectors, SOAP Services and Connectors.
* Coordinating with other vendors like Pega team on identifying technical approach, resolving complexities during development phase.
* Integration with external system requiring Soap connectors, which is compatible & reusable in the existing application.
* Worked on Circumstancing by creating the circumstance definitions.
* Involved in creating the SLA events on the assignments.
* Designing the SQL connector to get data from the external database.
* Testing and debugging using tracer and rules inspector.
* Developed Correspondence Rules based on the decision related to application.
* Created XML stream and parse rules to expose and retrieve data to other systems using SOAP

web services.

* Created serive rule like Service-SOAP for implementing service interface from external systems to PRPC.
* Worked in Product Support Activities like Defect Fixing, Log Analysis, and Change Management Activities.

**Environment:** Pega Rules Process Commander 6.3/7.1, DB2, JAVA, Oracle, WebServices, SOAP, JMS, Service Now, Windows 7, Agents.

**Client: AIG Maintenance and Service, India June 2014 – Aug 2015**

**Role: Pega Developer**

**Responsibilities:**

* Monitor the application with end to end tests and test all the functionalities.
* Ticket monitoring in Service Now and responding to tickets.
* Communicating with clients regarding the problems faced in the applications
* Conducting regular deployments to fix all the reported defects.
* Provided technical input related to PEGA patches needed for decision table and Auto complete features.
* Attended Status calls with Business, Technical and Infra Structure Teams to discuss and update project status.
* Participated extensively in designing application security which involves setting up Access groups, Access Roles, Operators, Application ID, Work groups, Work basket and SLA rules.
* Successfully delivered the components on time in a Fast paced environment.

**Environment:** Pega Rules Process Commander 6.3, DB2, ETL, JAVA, Oracle, HTML, XML, CSS, Javascript Webservices, SOAP, SOAPUI, Service Now, Windows 7, UNIX.

**Client: AIG Region Level Implementation – APAC, India March 2013 – April 2014**

**Role: Pega Developer**

**Responsibilities:**

* Participated in business requirement gathering, analyzing the requirement, documenting the requirements of Business Process Management (BPM) and Business Rule Engine (BRE) implementation phases using PEGA PRPC.
* Interacted with Business Analysts and Users to understand the business process, business needs and requirements, identify enhancements.
* Supported design phase activities by leveraging PEGA Direct Capture Objectives (DCO) Methodology
* Worked and Implemented PRPC User Interface development – Sections, Harnesses, and Flow Actions developing web-based UI’s using DHTML, Object-oriented JavaScript.
* Implementation of Declarative Processing features – Expressions, Indexes, Constraints, Decision Rules like Decision Table, Decision Maps.
* Involved in Use Case conception, Design, Elaboration and Transition phases.
* Extensively worked on using Data Model and Data Pages.
* Integrated with External Database using Rule-Connect-SQL.
* Made extensive use of Connector Rules (SOAP, SQL, and Java), Service Rules, and File Listeners in PRPC to integrate with external systems and used IAC for creating PEGA composite application.
* Designed Correspondence Rules Sending notifications.
* Good debugging capabilities using Tracer and Clipboard, extensively work with Trace Open rule, break points to keenly debug activities.
* Involved in troubleshooting and communicating with production support team in order to resolve technical issues which require hot fix from pega systems.
* Created Product rules and Involve in Rules migration.

**Environment:** PEGA V6.2, Web Sphere, MS Visio 2007, Oracle, HTML, XML, SOAP UI 3.0, JavaScript, SQL Application server.

**Client: Network enhancements Pvt Ltd Hyderabad, India Jan 2011 – Feb 2013**

**Role: Java Developer**

**Responsibilities:**

* Responsible for providing first-levels of technical support of the company's Data Feeds for the Bigger Application.
* Detailed analysis and triage of reported issue
* Development and communication of plan to address issue
* Implementation of fixes including implementation of patches, writing or enhancing SQL stored procedures, report modifications.
* Developed front-end screens with HTML, DHTML, CSS, Java Script, and JSP’s. Extensively done client-side validations using JavaScript and developed the required Servlets.
* Involved in the Analysis, System study and Designing of the project.
* Designed Business Object Model, which involved UML class diagrams, use case diagrams and sequence diagrams using MS Visio.
* Involved in the collection of system requirements from the end user.
* Developing new as well as modifying batch programs and SQL Monitoring fields
* Preparing test plan and test result, which cover unit testing
* Completely following the SDLC for each task
* Involved in Delivery Co-Ordination between Onsite & Offshore Teams
* Handled the incidents, problems and change management in the production environment.

**Environment:** UNIX, Oracle PL SQL, HTML, XML, Oracle, JavaScript, SQL Application Server, CSS java.