**Siva Kumar**

**Certified Pega Lead System Architect (CLSA 7.1)**

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**Professional Summary**

* 8 years of professional experience in design and development of client-server, web based and distributed enterprise applications primarily using BPM tools PEGA Rules Process Commander and Java J2EE technologies.
* Specialize in architecting and implementing BPM software solutions using the leading technologies in the BPM space viz. Pega PRPC.
* Expertise in Delivery Management, Behavioral modeling, team and practice management, program management, Client Relationship Management
* Extensively worked and been a part in entire software development life cycle (SDLC) phases like Analysis, Design, Development, Testing, Deployment and Maintenance.
* **Certified PRPC Lead System Architect (CLSA V7.1), Certified PRPC Senior System Architect (CSSA V6.2), Certified PRPC System Architect (CSA V6.2)** and having experience in workflow design and development of Business Process Management (BPM) and Business Rules Engine (BRE) applications based on the defined PRPC Guardrails.
* Knowledge in implementing the applications by following Waterfall, Scrum and Agile methodologies.
* Expertise in Process and Practice phases of Smart Build BPM life cycle like model, build, execute and monitor using PRPC.
* Involved in analyzing the business user specified requirements and designed the appropriate business process work flow and their respective business rules by optimizing the resources for the expected Return of Investments (ROI).
* Actively participated in DCO sessions, Requirements GAP analysis. Prepared project plans and provided estimations. Involved in designing overall application architecture, prepared high level design documents. Designed change requests implementations and provided low level design documents.
* Prepared code drop plan and use cases burn down plans.
* Worked closely with Line of Business (LOB) to understand their changing needs and made appropriate recommendations to project scope and approach.
* Expertise in modeling business process oriented flows in MS Visio using PRPC smart shapes.
* Developed the hierarchical class structures, security rules based on role and access of role to objects, privileges, Configuring Agents, Service rules, Connectors, Data model, Process flows, Business logic definition and User interface Design.
* Experience in troubleshooting and performance tuning of PRPC applications using Rules Inspector, Clipboard, Tracer, PAL etc.
* Experienced in creating and modifying the Pega rules Rule Sets across various applications and in the creation of activities, flows (of a given USE CASE), and UI design.
* Hands on experience in Integrations, designing Flows, Activities, Flow Actions, Harness, Section, Decision rules, Declarative rules and Reports.
* Clear understanding of debugging tools like Tracer, clipboard and rules inspector.
* Experience in developing PRPC Rules for database connection with external Databases
* Involved in many areas of PRPC development which include Flows, Flow actions, Harnesses, Sections, HTML, Correspondence rules, Activities, List views, Summary views, Declarative rules, Integration Services.
* Experience in creating Report Definitions, List View, Summary View and custom reports.
* Experience in creating sub reports, function rules, function aliases and SQL-function aliases.
* Experience Pega CPM, PCI Frame works.
* Smart PDF Generation using E-form Rules
* Experience in analyzing production application performance using AES, alert logs and DB traces.
* Work Exposure on Integration (JMS, SOAP, SQL, REST,Service-File) with PRPC.
* Experience in migrating rules across environments by creating Product and Product Patch rules. Worked on delivery and deployment plans to different regions QA/UAT/Production. Provided extensive support during warranty for M&S team.
* Experience in creating Report Definitions, List View and Summary View custom reports.
* Strong Database (RDBMS) skills in Oracle, DB2, SQL Server and PL / SQL.
* Experience in implementing enterprise applications using Web logic, IBM Web sphere and Tomcat.
* Ability to manage multiple project tasks and deadlines along with troubleshooting skills to facilitate effective and efficient resolution of problems.
* Excellent interpersonal, communication, presentation skills and Leadership Qualities.

**Technical Skills**

**BPM Technologies:** Pega PRPC (6.1/6.2/7.1)

**Programming and Internet Technologies:** Java, JDBC, JSP, JMS, Web Services, HTML, XML, iBatis, Cascading Style Sheets (CSS) and Java script.

**Programming Environments and IDE’s:** Pega PRPC 6.1/6.2 Versions of (BPM & BRE), Windows NT/2000/XP, Red Hat Linux, UNIX.

**Methodologies:** Waterfall, Agile (Scrum), Agile (Sprint)

**Design Patterns:** Dynamic referencing, Circumstances in PRPC

**Design Tools:** Microsoft Visio, Argo UML, Rational Rose, Savvion Process modeler.

**Testing Tools:** Clipboard, Tracer, Rule Inspector, PAL, SMA’s, Log Analyzers, and Autonomic Event Services (AES).

**Databases:** Oracle, DB2, PL/SQL, Microsoft SQL Server 2000/2005/2008.

**Application Servers**: Web Sphere 5.0/5.1/6.1, Jboss 5.1and Apache Tomcat 6.X.

**Educational Qualification**

Bachelor of Technology in Computer Science

**Certifications:**

Pega 6.2 Certified System Architect (**CSA**)

Pega 6.2 Certified Senior System Architect (CSSA)

**Pega 7.1 Certified Lead System Architect (CLSA)**

**Projects Handled**

**Client : Amazon, Seattle Mar 16-till date**

**Project : Travel Tracking Tool – Payroll  
Skills Used : Pega 7.1, Oracle**

**Role : System Architect**

**Description**: Amazon is the largest company where almost 2 lakhs employees are working. Among these employees many need to be travelled to few of the countries as required to improve the business. Whoever travelling to other countries they need to raise a travel request in this application and required to get certain approvals like tax team, payroll team etc. once employee get the all approvals a unique code will be generated which is going to be a proof that this employee got required approvals. In between these approvals there are some business rules which will be applied to auto reject the certain request. Once travel has been done employee has to come to this tool and confirm his/her travel for tracking and for tax deductions from employee salary which will be tracked by payroll team.

**Responsibilities:**

* Involved in gathering business requirements, analysis and construction of the project.
* Involved in the project planning and effort estimations.
* Involved in discussions with Business users and design and development of prototype.
* Well communicated with the Business Analyst to convert the business component into equivalent technical components.
* Shared the knowledge and experience with the Business Analysts in resolution of conflicting requirements and in freezing scope of application by participating in repeated walkthroughs.
* Created Class structure and initial application creation, rule sets and rule set versions. Data base tables’ creation and mapping. Prepared high level design document.
* Created and modified the User Interface Rules (Harness, Section Rules) as required by the application.
* Designed and developed the Process flows that represent the business process.
* Provided solutions and designs for the new requirements based on the requirement applicability in framework and implementation layer.
* Actively involved in creating the user interface solutions for the clients.
* Worked on integrations – services requests, response mappings. Assuring Claims information reaches to downstream / legacy systems using REST, SOAP connectors.
* Worked on PRPC security i.e., defining Service packages, Access groups, Access roles and privileges.
* Production deployment, configuration management and production support
* Analyzed application performance using AES alerts and log traces. Provided fixes for the performance issues.
* Performed code reviews
* Warranty change request management, defects deliverable management
* Transition plans and low level designs
* Identified root causes for the critical issues and implemented solutions.
* Trouble shooting internal and external issues escalating based on for quicker resolution
* Troubleshoot and communicate with Pega Support team to resolve technical issues which require hot fix from Pegasystems
* Developed charts, reports using Pega 7 report definitions features.
* Generation of smart PDFs using Pega E-Form related rules.

**Client : Amazon, Seattle Nov 15-Feb 16**

**Project : Accounts Payable – Financial Operations  
Skills Used : Pega 7.1, Oracle**

**Role : System Architect**

**Description**: Amazon.com is largest online retailer, and it will pay the external vendors for the retail products and as well as non-retailers (power Bills, rent, real estate bills etc.). Initially Amazon FinOps used to have this application in **Appian,** with this application users can raise request for vendors with the invoices of products but approvals will be done in mail communications. FinOps introduced an enhanced application, which enables retail contacts (VMs, Retail and Retail Finance partners) to review and approve requests in an online application. This eliminates the existing approval process which was entirely reliant on email communications. The new process will allow FinOps and Retail teams to easily access the required request information in a consolidated way. This also, provides the required visibility of information regarding the request status to all interested parties.

**Responsibilities:**

* Defined Activities, Properties, Decision rules, Declarative rules, Validation rules, When condition, Process Flow and User Interfaces like Harness, Section, Fragment and HTML Stream property rules.
* Implemented enhancement Change Requests (CR’s) within the project as specified in the updated design document.
* Created Rules for Validation and Integration rules pertained to Rule-Connect- and Rule-Service.
* Created rules for validation, Integration rules like Rule-Connect-SQL using methods like RDB-Save, RDB-Open, RDB-List, creation of work objects and assigning work objects to operators.
* Mentored technical members in the team
* Working with clients to better understand their needs and the present solutions using structured SDLC approach.
* Troubleshooting technical problems and conducted analyses for efficient program/ application solutions which support client business processes and functional requirements
* Configure and customize Service File rules, setup file listeners.

**Projects Handled (VIRTUSA)**

**Project : AIG One Claim (Insurance) ,NJ Apr 2009-Oct 2015  
Role :Pega System Architect  
Skill Used :Pega 6.1,6.2 SP1,db2**

**Description:** ChartisInc**.** was a subsidiary of American International Group formed in 2009 to oversee the property-casualty insurance arm of **AIG** in preparation for a possible initial public offering or spin-off. The company ultimately cancelled those plans, and rebranded the unit back to "AIG" in most markets in late 2012.

This claim system contains Commercial lines and personal lines business segments. AIG (American Insurance Group) is a leading international insurance organization serving customers in more than 130 countries and jurisdictions.

This Program contains **Country development, Upgrades, Data migration, M&S, Framework Development and Automation** projects. I had worked in all of them and given a brief about them in below.

**#1: Country Development Projects in AIG:**

The application represents an insurance claim system, specifies that insurance claims of different countries needs to be developed.

**Countries developed:** Ireland Claims System, US Commercials, APAC A&H, UK consumer Lines

**Role: Team Member – System Architect**

**Description**: the entire claims system should be available for the countries which are described and user is able to create claims for those countries and able to payments, recoveries and respective functionalities.

**Responsibilities:**

* Created flow actions, Sections, html rules based on the business requirement
* Involved in PRPC flow diagrams using Visio, interpretation of complex flow shapes for business scenarios
* Involved in creating activities, activity step methods, rules and decision rules.
* Prepared the User Interfaces (section, harness, flow action), portal representation.
* Creation of Declarative expressions for a value change on the properties.
* Involved in Creation of validation rules to implement business logic validation.
* Involved in the rules management and associated tools such as export &amp; import tools (Rule set and Rule

set Version).

* Involved in attaching SLA in assignments and created SLA activity depending upon the requirement of the project.
* Implementing Business Logic using Activities, Connect-SQL, SMA, Decision Trees, connecting to external databases to retrieve data and updating the same, Decision Table, Creation of Sub Flows
* Worked with Clipboard and Tracer for troubleshooting the issues
* Participated in daily on-site calls.
* Defect Fixing

**#2: Global Frame Work Project:**

As AIG is having more countries to develop, we were needed to develop a framework layer which will be called Global Framework.

This is the heart for the countries which had already implemented and which are going to implement

**Role: Team Member – System Architect**

**Responsibilities:**

* Developed BAM Reports using Report definitions and function aliases.
* Implemented global fraud functionality for claims system using Decision table, Declare pages and Activities.
* Designed UI using Rule-HTML- Harness, Rule-HTML- Section rules
* Agent tracing and debugging the issue.
* Creation of activities and steps for implementing core business logic.
* Creation of product rules for deploying in to higher environments.
* Creation of queries using Rule-Connect- SQL for selecting, inserting and updating data from database
* When rules, Decision tables, Declare Expressions and flow action.
* Rule Resolution: Creation of access groups, Ruleset versioning.
* Worked with Clipboard and Tracer for troubleshooting the issues
* Participated in daily on-site calls.
* Defect Fixing

**#3: Maintenance & Support Project:**

The countries which are delivered to production need to give support for them to make sure those are working properly.

**Role: Team Member – Senior System Architect**

**Responsibilities:**

* Analysis of logs to debug the issues.
* Involved in writing activities, Decision and Declarative rules in workflow development.
* Created Decision Rules (When condition Rules, Decision Tree Rules, Decision Table
* Rules and Map Value Rules) and Declarative Expressions as per the requirements
* Implement Correspondence rules.
* Understanding Quality Center Defect Tracking System and Defect Fixing.
* Unit testing using Tracer, break points, using different trace options.
* Use Rules Inspector to test rules like User Interface Harness, Sections.
* Unit Test by manipulating Clipboard pages and Unit Test by creating tester activities, Integrations.
* Analyze schema, configure SOAP Connectors, customize activities to map
* Request/response parameters and handle exceptions.
* Worked with Clipboard and Tracer for troubleshooting the issues
* Participated in daily client calls.
* Defect Fixing and unit testing.
* Product deployment & tracking it to production.

**#4: Country Upgrade Project:**

The countries which are delivered to production are needed to be upgraded so that they can get new functionalities like for us its new UI etc .

**Role: Associate Tech Lead – Senior System Architect**

**Responsibilities:**

* Backward compatibility testing and fixing the issues.
* Retrofitting M&S fixes by creation and updating flows, activities ,decision tables etc.
* IFIN functionality redesign by changing SOAP related rules to JMS.
* Analyze schema, configure SOAP Connectors, customize activities to map
* Request/response parameters and handle exceptions.
* Worked with Clipboard and Tracer for troubleshooting the issues
* Updating Application stacks.
* Analysis of the Requirement specification provided by the client.
* Implementation of activities, Connect-SQLs.
* Following PRPC coding standards &amp; process in the implementation.
* Migration of data from external system to PRPC application.
* Unit Testing and Peer reviews.
* Participated in daily on-site calls.
* Defect Fixing and unit testing.

**#5: Data Migration Project:**

This can also be part of Upgrade. While upgrading the product which is already being consumed by the users in production, we need to change the clipboard structure without losing work object data and make sure the claim object will work in upgrade application as well.

**Role: Associate Tech Lead – Senior System Architect**

**Responsibilities:**

* Analysis of clipboard structure in both old & upgrade application.
* Financial transactions data migration by gathering requirements.
* Services migration which includes SOAP to SOAP migration by changing end point URls and SOAP to JMS Migration by configuring JMS and replacing connect-SOAP call with Connect-JMS.
* Writing one time activities which will migrate old work object to new work object.
* Backward compatibility testing & fixing.
* Administration activities like creation of Access Groups, applications, operator IDs, rule
* Set versioning and locking, taking wraps and importing on QA machines for Quality Assurance.
* Worked with PAL, SMA, tracer, Rules Inspector, Clipboard, Pega&amp; alert logs in analyzing and resolving issues.
* Worked on application Pre-flight to identify violations of coding best practices and other warnings.
* Created product rules and migrated zip files from development to QA, UAT &amp; monitored Performance reguarly.
* Participated in daily on-site calls.
* Defect Fixing and unit testing.

**#6: Automation Project:**

This project contains claims automation and payment automation. Means claims need to be created automatically and payments will be created automatically.

For this we created new application called GCAP (Global Claims Automation Platform) which will give required input to claim system application to create payment object or claim object automatically.

**Role: Tech Lead – Senior System Architect**

**Responsibilities:**

* Participating in design discussions.
* Involved in gathering business requirements, analysis and construction of the project.
* Involved in the project planning and effort estimations.
* Involved in discussions with Business users and design and development of prototype.
* Well communicated with the Business Analyst to convert the business component into equivalent technical

components.

* Shared the knowledge and experience with the Business Analysts in resolution of conflicting requirements and in
* freezing scope of application by participating in repeated walkthroughs.
* Created Class structure and initial application creation, rule sets and rule set versions. Data base tables’ creation.
* mapping. Prepared high level design document.
* Created and modified the User Interface Rules (Harness, Section Rules) as required by the application.
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* Provided solutions and designs for the new requirements based on the requirement applicability in framework and

implementation layer.

* Actively involved in the user interface solutions for the clients.
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* legacy systems using JMS, SOAP connectors.
* Worked on PRPC security i.e., defining Service packages, Access groups, Access roles and privileges.
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* Analyzed application performance using AES alerts and log traces. Provided fixes for the performance issues.
* Performed code reviews.
* Transition plans and low level designs
* Identified root causes for the critical issues and implemented solutions.
* Trouble shooting internal and external issues escalating based on for quicker resolution
* Good coordination with external teams and client.
* Troubleshoot and communicate with Pega Support team in order to resolve technical issues which require hot fix from Pegasystems
* Review of Functional and Enterprise Test Specifications.
* Participated in internal and client LSA discussions and discussed on technical road maps.