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| **PROFESSIONAL SUMMARY:** |

* A dynamic professional with over 9+ year’s work experience in Software Development, Project Execution, Production support & maintenance, and Software Quality Assurance; possess valuable experience in Application Outsourcing (AO) and Onsite- Offshore work model. Adept in end-to-end implementation of various projects; including designing, development, coding, implementation of software applications.
* 5 years of experience in Designing and Implementation of PEGA Rules Process Commander (PRPC) Applications
* Certified PRPC System Architect on version 7.1
* Good experience in implementation of High Level Flows, Class Structure and UI design, workflows, activities, Case Management, Connectors, Services.
* Experience in Design and Development of large scale Business Process Management (BPM) applications using PEGA Rules Process Commander (PRPC).
* Proficient in developing Process Flows and Rule based Business Process Management applications on Pega Rules Process Commander (PRPC).
* Developing and implementing activities involving numerous steps and methods for calling standard activities that come with the PRPC.
* Good knowledge PRPC components such as Decision Tables, Decision Tree, Declarative expressions Data pages Report definitions Dynamic containers and Indexes.
* Strong knowledge and experience in working with all the PRPC rules for developing Web Services with SOAP.
* Experienced in RDBMS technologies Oracle, and IBM DB2 database servers.
* Extensive experience inDesign, Development, Migration and Deployment of PRPC.
* Experience in running DCO sessions
* Strong Knowledge on designing PRPC flows, Assignment, utilities, Decision, Spin-off and Split- Join shapes.
* Experience in troubleshooting & performance tuning of PRPC applications usingClipboard, Tracer and Performance Analyzer (PAL).
* Extensive Knowledge on Reporting Wizard, Design patterns list view, Summary View, Activities, Obj-Vaildation
* Proficient with Integration Services, Agents, SMA, Administration and custom Java.
* Excellent Knowledge of developing Rich UI, Screen layout using Harness, Sections, JSP, CSS andHTML
* Extensive familiarity with UML (Use case Diagrams, Activity Diagrams, Sequence Diagrams and Class diagrams).

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| **TECHNICAL SKILLS:** |

**BPM Software :** PEGA RULES Process Commander (7.x, 6.x)

**Frameworks :** Smart Dispute Framework, KYC Framework

**Languages** **:** SQL, PL/SQL, C, C++, Java

**Operating Systems :** Windows/98/NT4.0/2000/2003/XP, UNIX

**Web Services** **:** SOAP, WSDL, XSD, XML

**Design Technologies :** Microsoft Visio 2003/2005

**Web Technologies :** HTML, Java Script (7.x), CSS, MS SharePoint

**Databases :** Oracle, Db2, My SQL, SQL Server

**Application Servers :** Web Sphere, Apache Tomcat

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| **EDUCATION and CERTIFICATIONS:** |

* **Bachelors of Technology** from JNT University, Hyderabad,India.
* PEGA Certified System Architect **(CSA - PRPC V7.1)**
* PEGA Certified Senior System Architect **(CSSA - PRPC V7.1)**

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| **PROFESSIONAL EXPERIENCE:** |

**CITICARDS - Irving, TX Jul2016 to Till Date**

**Sr.Pega Developer**

Pega Dispute Processing System is the primary billing dispute-processing system for Citi cards. A rules-based workflow is used to manage customer concerns related to items on billing statements like payments, balance transfers and charges from merchants. The customer raises a dispute by calling the Customer Service representative or through Account Online screens or through a paper which is scanned via Global 360, digitized and fed in to Pega decision logic. Pega Dispute Processing System makes automatic decisions and to work with reps when rep intervention is needed. The dispute flows include the opening of cases, the matching to existing cases, chargeback initiation to the associations, and re-presentments to the associations.

**Roles and Responsibilities:**

* Collected requirements and conducted brainstorming sessions on the most efficient and optimistic solutions
* Designed PRPC applications including formulating design of Class structure, Rules Sets structure, Organization structure, identification of Properties and design of Flows using MS Visio
* Worked on customization of Harness, Sections rule, HTML, JavaScript, CSS
* Worked on the portal design, structuring for various workflow teams involved in the application
* Worked on connectors SOAP, Java to connect to other systems in umbrella, SQL for database access and MQ to communicate with legacy systems
* Developed various PRPC activities, utilities, flows, sub-flows, flow actions, assignments, SLA( Service Level Agreement), declarative rules, correspondence templates
* Worked on PRPC User Interface development - Sections, Harnesses, Flow Actions developing web-based UI's using HTML, Object-oriented JavaScript and implementation of Declarative Processing features - Expressions, Constraints, On Change, Decision Rules like Decision Table, Decision Map etc.
* Written complex SQL queries for oracle 9i and DB2
* Involved in debugging Pega applications using Pega Tracer tool, Rule Inspector, PLA
* Done performance testing using PAL
* Created Inventory Reports - summary view, list views and custom reports
* Supported release and post production tickets and documented the application using Pega Document Wizard

**Environment:** Pega PRPC V 6.3, Microsoft Visio, HTML, XML, JavaScript, SQL, DB2

**Capital One, Mc Lean, VA Sep2015 – Jun2016**

**PEGA Senior System Architect**

**Project: Credit Card Disputes**

Capital One uses PEGA PRPC based web portal application integrated with Chips platform. This application provides case management IT, investigation and rules-based business process management for both front-end and back-end office operations integrated with smart dispute framework. The deployment of Smart Dispute typically results in dramatic increases in overall processing rates and corresponding reductions in CSR training requirements. A chip provides servicing/investigation for consumer liability accounts, consumer assets and commercial liabilities for the Retail Bank and its Visa, Master Card Development. Developed Send Letter functionality using Kafka message system (No OOTB in PEGA) to successfully Consume the Letter Reference ID and associate the Document Image to the case as a PDF file. Developed API connectors for send letter and View Document Image. Also Developed Business Admin Portal (Multi-functionality) for Adding/Modifying an Operator profile and retrieve the cases directly using SSO login by assigning the operators in the database with a changed flag and providing operator with Multiple Access Groups and Switch Application functionality for switching Multiple roles. Currently working towards development of applications for Master Card Feature.

**Roles and Responsibilities:**

* Interacted with Users, Developers, Project Manager to understand the business process, identify enhancements and gather Business Requirements.
* Experience working on Smart Dispute Framework.
* Created and implemented send letter functionality using Kafka messaging service.
* Worked on PRPC flow diagrams using Visio, interpretation of complex flow shapes for business scenarios.
* Involved in creating the connect REST rules.
* 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.
* 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 creating the product and moving the product to all regions for testing.
* Expertise to fix issues found during Unit testing and defects found in the ST, INT 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.
* Also fixed production issues by directly interacting with Ops Team.

**Environment**: PEGA Rules Process commander V7.1, DB2, SQL, Apache Tomcat.

**COMPASS, Austin, TX Aug2014 – Aug2015**

**PEGA Senior System Architect**

**Project: Employer Application**

TCDRS provides secure retirement benefits like retirement, disability and survivor benefits to their employees, who are the GOVT employers. Currently there are more than 640 employers enrolled for TCDRS services. This project aims to automate the workflow and case management with cost effective and build for change for the current employers and prospective employers. This system integrates with KOFEX using SOAP connector and services and file services using BizTalk intermediate layer: It has the following Work Type Requests*.* New Employer request will be routed to several people/departments for approvals. After the request is approved, the new employer will be created. After that the sub cases will be created for that particular employer.

There are different work types for creating the member and update the contact and address details of the member, creating the representative and beneficiaries for the member and creating the alternative payees for the members. This whole system is integrated with the other systems using the BizTalk interface with SOAP connectors*.*

**Roles and Responsibilities:**

* Analyzing the Use cases and preparing technical design document.
* Created SOAP connectors to get the DATA from external web services and sending the DATA to external systems to create the employer number and to store the documents
* Working on data modal changes, Declare expressions, Declare page lode activities.
* Writing the SQL queries to create the tables and populate the data into the tables. (For creating the table and loading the test data into it)
* Working on technically challenging areas in implementation.
* Writing the validation rules to validate the data entered by end user.
* Created customized work list and work baskets based on the user requirements.
* Create the products and packages to move the code into QA region.
* Wrote Dynamic system settings rules to get the end point URLS.
* Wrote the Data transformations to map the data to SAP to Clipboard and vice versa
* Attending Scrum status calls every day.

**Environment**: Pega Rules Process Commander V 6.3.

**Penn National Auto Insurance - Austin, TX May2012–Aug2014**

**PEGASenior System Architect**

This application was built for the underwriters to process the Auto insurance setup and

Payments.

**Roles and Responsibilities:**

* Understanding the business requirements and suggesting the required changes.
* Involved in BRE Implementation :
* Developed Activities to handle the business conditions.
* Implemented the Decision Tables / Trees & When rules
* Involved in development of rules to extract information from the request to determine which set of rules are to be evaluated. Information required includes:
* Division
* Line of Business
* State
* Transaction Type
* Developed the rules based on the business conditions and implementation of

Circumstance on rules.

* Involved in configuration and generation of different property modes(Value List, Value

Groups, Page List, Page Group)

* Creation of Soap UI (Simulator to replace frontend application) test case for testing thebusiness conditions using xml, which (Soap UI) can send XML and receive the request and

Response onto PRPC integration service.

**Environment**: PEGA Rules Process commander V6.3/7.x, DB2, SQL, Apache Tomcat.

**HUDSON INSURANCE – Atlanta, GA Oct2011– May2012**

**PEGA Developer**

Currently, Highmark's Customer Service Desktop is a custom-built customer service application, INSINQ, which integrates into several back-end application systems. The core functions and capabilities of INSINQ are no longer up-to-date with leading capabilities available in the market. With growing demands for multi-channel servicing, increased CRM, and the need to better integrate and manage cross-functional processes throughout the organization, it is necessary for Highmark to upgrade and expand its Customer Service Desktop application.

**Roles and Responsibilities:**

* Understanding business cases by analyzing the production process
* Had regular meetings with the hall supervisors and management to understand the complicated set of business rules
* 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.
* Involved in PRPC flow diagrams using Visio, interpretation of complex flow shapes for business scenarios
* Developed the PRPC rules engine with CPM framework.
* Involved and working with Claims Framework and CWS, CRS
* Prepared the User Interfaces (section, harness, and flow action), portal representation.
* Designing the SQL connector to get data from the external database.
* Creation of Declarative expressions for a value change on the properties.
* Involved in Creation of validation rules to implement business logic validation.
* Used RDB-list, RDB-open, and RDB-save depending on the business rules in the project.
* Involved in the rules management and associated tools such as export & import tools (Rule set and Rule set Version)
* Worked on integrating PRPC with External Applications using Connect SOAP, Connect java and Connect SQL
* Involved in the SOAP Service for the Service Request and WSDL deployment
* Involved in attaching SLA in assignments and created SLA activity depending upon the requirement of the project and End to end Integration testing of the application.

**Environment**PEGA PRPC V6.3 SP1, CPM Framework, Java, SOAP, Web Sphere, DB2

**PSE&G-Maintenance, ICSP – 2007, Mainframe Up**

**Gradation Testing, BGS 2006-Jersey City, NJ Oct2009– Oct2011**

**Mainframe Developer**

**Client:PUBLIC SERVICE ELECTRIC AND GAS**

**PSE&G-Maintenance**: The application consists of Batch and online environment. Offshore is responsible for 7X24 Production support, Root Cause analysis & fixes, enhancements and will support several modules like (TPS) EDI, Power Billing & ASB, BGS, Collections, FAM, Orders Processing and Bill Print

**ICSP – 2007**: PSE&G decided the whole business from legacy systems (Mainframes) to SAP. This project involved to get the whole data from legacy system to excel sheets, in which wrote programs to create flat file by using delimiting character.

**Mainframe Up gradation Testing** : This involved performing the System Testing of the Z/OS MVS IBM Mainframe upgrade prior to being implemented into production. The primary purpose of the testing was to ensure that existing utilities, interfaces, batch and on-line processes function and perform the same as prior to the upgrade.

**BGS 2006**: PSE&G changes tariffs every year as per the regulations set forth by New Jersey State Board of Public Utilities (NJBPU). As part of this project, many major components had to be modified to accommodate the new tariffs. Many accounts had to be converted to the Cordaptix system accounts. This project involved major changes to the existing application, which involved changes to the billing programs and a lot of unit testing and system testing.

**Roles and Responsibilities:**

* Developed Flows and Activities. Created flows to handle Exceptions in the system.
* Giving Production Support to solve application problems faced by users on a priority

Basis, of severity 2, 3 and 4 interfacing with Remedy.

* Working on root cause fixes by identifying and fixing the problems that are occurring

Repeatedly in CIS.

* Working on process improvements by identifying areas of improvement and

Suggesting/enhancing the existing processes in CIS.

* Preparing Test Plans for the programs that were coded/ modified and executed both at Integration &system level. The complete integration testing is done at offshore

And was over to ensure the stability of the application.

* Ensuring timely deliveries of user requests.

**Environment:**COBOL, DB2, IMS DB, VSAM, DYL280, FOCUS, CSP, Endevor, File-Aid, Savers, Expeditor.

**CARRIER INC- HYDERABAD, INDIA June 2008 – Sep2009**

**Mainframe Developer**

**Client: Carrier**

Carrier Corporation, a subsidiary of United Technologies (NYSE: UTX), is the world's largest manufacturer of air conditioning, heating and refrigeration equipment for commercial, residential and transportation applications.

The products of Carrier are classified into Home Comfort solutions, Commercial and Industrial Systems, Refrigeration and Transport Systems.

Carrier has applications developed in mainly three categories.

* Mainframe Applications
* Web Applications
* Data ware housing Applications

Mainframe has three main modules, Finance, Internal Application and warranty. Each module again has several sub modules. I have worked as Team lead for mainframe applications at offshore.

**Roles and Responsibilities:**

* Writing the new programs according to the client’s requirement.
* Enhancement of Existing Systems according to the client’s requirement.
* Development and Testing of Programs and preparing UTP and UTR documents.
* Performing peer reviews.
* Making the deliverables ready within the deadlines

**Environment:** COBOL, DB2, IMS DB, VSAM, DYL280, FOCUS, CSP, Endevor, File-Aid, Savers, Expeditor, Vsamassist.