



## CERTIFICATIONS

- Pega Certified Decisioning Consultant
- Pega Certified Senior System Architect (CSSA)
- Pega Certified System Architect (CSA)

## TOOLS

- Pega
  - Blueprint
  - Pega Diagnostic Center
  - Agentic AI
  - GenAI Analyze
  - Knowledge Buddy
- Non-Pega
  - GitHub-Copilot
  - Gamma
  - NotebookLM
  - n8n
  - ChatGPT, Gemini

## CONTACT

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## HOBBIES

- Cricket
- Badminton
- Vibecoding

# SAKETH MUSTYALA

PEGA SSA & LSA PART-1 | CONSTELLATION | AI INTEGRATION



## PROFILE

### Senior Pega Consultant /Associate Architect

Accomplished Pega professional with over 7 years of experience delivering high-impact digital transformation solutions across the Banking, Insurance, and Telecom sectors. Proven track record in architecting scalable applications using the latest Pega 24.x features, including Agentic AI and Pega Constellation. Expert in bridging the gap between complex business requirements and technical execution, with specialized knowledge in Customer Decision Hub (CDH), Sales Automation, Customer Service frameworks and more.



## CORE TECHNICAL SKILLS

- **Latest Platform Capabilities:** Agentic AI, Pega Constellation, GenAI Blueprint, Knowledge Buddy, Pega Cloud.
- **Case Management:** First point of contact for complex Locking/Deadlocks, DWA, Screenflows, Cascading Routing, SLAs.
- **Integration:** REST, SQLConnect, Kafka Data Sets, File/Email Listeners, Headless Pega Architecture.
- **Low Code/No Code:** App Studio, Blueprint.
- Decision Hub (CDH), Strategy Design, Customer Golden Record, NBA.
- **UI & UX:** DX API v1/v2, Theme Cosmos, Skin/CSS customization, React-based portal integration.
- **Performance:** Pega Diagnostic Center (PDC), Tracer, PAL, SMA, Log4J, Guardrail Compliance.



## ORGANIZATIONS

- Tata Consultancy Services - Jul 2018 - Jan 2021
- Areteans - Jan 2021 - May 2022
- Verizons - May 2022 - Dec 2022
- Bluevoir - Dec 2022 - Present



## FRAMEWORKS

- Customer Service
- Sales Automation
- Claims
- Smart Disputes
- Alerts and Investigation Management



## EDUCATION

Bachelor of Technology - Computer Science Engineering

2014 - 2018

**B.V. Raju Institute of Technology**

Percentage: **76**



## WORK EXPERIENCE

- Project Title : Pega Practice - Bluevoir** DEC 2022- APRIL -2023 & DEC 2025- PRESENT
- Principal Engineer**
- Analyze and work on incoming RFI's and RFP's providing ROM estimates, Project estimates
  - Worked on scripting critical business demo solutions and storylines
  - Implement solutions alongside Pega sales team to demonstrate the latest and greatest features of Pega platform
  - As part of practice, I have hands-on experience working with latest Pega features like Agentic AI, Knowledge Buddy, Customer Simulation (CS FW), Sales Simulation (SA FW), Voice AI, GenAI Analyze and Blueprint
  - Worked on building external react portals powered by Pega DX API's using GitHub-Copilot (Claude Opus 4.5)
- Project Title: Eldorado – Pega (Contractor from Bluevoir)** April 2023- Dec 2025
- SME Support - DX API, Constellation, Case Management**
- Last Line of Defense for Customer Incidents- Served as a member of the team acting as the final point of escalation for high-priority customer incidents involving both Constellation (OOTB/DX API) and Traditional (Theme Cosmos/UI-Kit) Case Management.
  - Acted as the first point of contact for resolving deep-tier technical issues related to Screenflow Navigations, Directed Web Access (DWA), Locking Mechanisms, and complex Routing Logic.
  - Provided critical workarounds and Hotfixes for issues within the Constellation and Theme-Cosmos architecture, applications ensuring business continuity for global enterprise customers.
  - Coordinated directly with Constellation, Case Management, and Platform Architects to diagnose root causes and implement long-term stability fixes for the Pega platform.
  - Managed and resolved complex customer incidents within strict SLAs by debugging DX APIs, platform-level exception handling, and core engine code.
  - Worked on Feature and Bug fixes for latest Infinity '25 and Infinity '26 platforms.
- Project Title: OneC – Verizon** May 2022- Dec 2022
- Senior Eng Cslt - Application Development**
- External Integration: Set up REST rules to link external apps with Pega smoothly.
  - Data Management: Created SQLConnect rules to access and control customer data for case needs.
  - Customer Strategy Design: Built strategies to guide the best customer action using the Golden Record.
  - API Development: Developed APIs for both instant and queued communication.
  - Headless Pega Maintenance: Managed errors and kept workflows steady in a headless system.
- Project Title: Claims – VMIA (Contractor from Areteans)** Jan 2021- May 2022
- Pega Developer**
- Agile MLP Delivery: Operated within a strict Agile methodology to deliver high-priority Minimum Lovable Products (MLPs) under tight deadlines.
  - Legacy Data Migration: Successfully migrated critical insurance data from legacy systems to the new Pega platform by implementing and optimizing File Listeners and Data Flows.
  - Core Case Management: Designed and implemented essential case management components, including SLAs, Email Outbound notifications, and Correspondence rules to automate communication with policyholders.
  - UI/UX Enhancement: Collaborated closely with dedicated UI/UX developers to build "lovable" user components using Skin rules, CSS files, Paragraphs, and Sections.
- Project Title: Life Corporate – VIVAT (Contractor from TCS)** Jul 2018 - Jan 2021
- Systems Engineer**
- Blended Framework Implementation: Worked on a specialized blended framework combining Pega Sales Automation and Pega Customer Service to streamline insurance operations.
  - Customer Interaction Management: Applied deep knowledge of Customer Interaction Channels and Intent Tasks to enhance the policyholder experience.
  - Email Automation: Successfully implemented Email Listeners to automate the ingestion and processing of customer communications.
  - Platform Upgrades: Collaborated with project architects to execute Pega platform upgrades, ensuring the environment remained current and high performing.
  - Production Stability Lead: Served as the Single Point of Contact (SPOC) for all production defects and performance issues, ensuring rapid resolution and system uptime.