ARIJIT BANERJEE

PEGA LEAD
SYSTEM ARCHITECT

EXPERIENCE SUMMARY

Certified Pega Lead System Architect with over 10 years of Digital Process Automation experience.

Advanced Industry experience in Insurance and Financial Services industry across geographies (NA, APAC, UK)

INDUSTRY EXPERIENCE

Insurance

Financial Services

DEVELOPMENT SKILLS

Digital Process Automation

Application Development

DevOps and Continuous Delivery

Production Support

Technology Scrum Master

EXPERIENCE

Pega LSA. The Hanover Insurance Group (US), New Brunswick, Canada (Remote), 2018 – 2020

Project Description:

Manage Personal Lines Operations Front Office and Back Office Digital Process Automation microjourneys. Provide Technical expertise and thought leadership to strategic initiatives like Contact Center upgrade, Policy Renewals Advisor, Back Office process consolidation etc.

Roles & Responsibilities:

- Upgraded existing Contact Center application built on Pega Customer Service v7.2.1 to Pega Customer Service v 8.4.1
- Integrated with Avaya Customer Telephony Switch to provide Full CTI functionality.
- Designed and implemented straight through customer 360 workflows to reduce manual intervention, achieve process optimization and increase first time call resolution from the call center.
- Prepared blueprint for consolidation of multiple customer channels into a unified servicing and sales backbone.
- Leveraged Pega DX APIs to integrate with React JS driven UIs and orchestrate Renewals workflow in Pega
- Designed and implemented CI/CD pipelines for automated deployments using Pega Deployment Manager.

TECHNICAL

USER INTERFACE

PERFORMANCE TUNING

SYSADMIN & UPGRADE

REPORTS

SECURITY

PROCESS/CASE MANAGEMENT

INTEGRATION

DSM

DATA MODEL

OVERALL SKILLS

Problem Solving & Analytical Skills

Efficiency

Agile & Scrum

Interpersonal Skills

Team Player

Pega LSA. The Hanover Insurance Group (US), Worcester, MA , 2015 – 2018

Project Description:

Design the Digital Process Automation blueprint to transform the Sales and Services ecosystem from siloed and fragmented systems into a unified orchestrated backbone, to accept work from multiple channels (emails, phone calls, web) and form a unified customer experience.

Roles & Responsibilities:

- Designed and implemented Operations workflow system, which converted email-driven, manual processing into streamlined workflows.
- Transformed Legacy Call Center Portal into Pega Customer Service powered Customer 360 Sales and Service portal, with unified transfers and handoffs.
- Worked with Business Intelligence team to create BI Dashboards in PEGA and use BIX to extract transactional data into data marts for reporting.
- Provide support to QA activities in Integration testing and UAT testing phase.
- Provide warranty and production support.

Pega SSA. Marsh and McLennan Companies, Jersey City, NJ, 2014 – 2015

Project Description:

Worked towards continuous improvement of the intake and processing of insurance brokerage documents and information. Built systems of integration with existing legacy systems.

Roles & Responsibilities:

- Developed and maintained program summary workflow and simplified intake validations.
- Worked with business change management leadership to create a design blueprint of the to-be intake system.

CLIENTS

The Hanover Insurance Group

Manulife / John Hancock

Marsh & McLennan Companies

AXA Life Insurance

AEGON Scottish Equitable

PEGA FRAMEWORK

Pega Customer Service

Pega Customer Decision Hub

Pega Underwriting for Insurance

Pega Robotics

Pega Platform

PROJECTS

Call Center Portal Pega Upgrade – The Hanover

Back Office Automation – The Hanover

Policy Renewals Advisor – The Hanover

Rule Engine Optimization - Manulife

RDR Compliance – AEGON SE

CERTIFICATIONS

Pega Certified Lead System Architect (CLSA)

Pega Certified Senior System Architect (SSA)

Pega Certified Contact Center Architect (CCA)

PEGA SSA. AEGON SE,

EDINBURGH, SCOTLAND and KOLKATA, INDIA

2010 – 2014

Project Description:

Build Document and Case Management for Customer Services Transformation project at AEGON. Replace existing AWD system of document intake and case creation, introduce concepts of simplified BPM, thereby providing transparency and ease of use.

Roles & Responsibilities:

- Developed a BPM workflow to accept scanned documents and create work items with the documents attached to them.
- Created dashboard reports detailing the throughputs of the intake process.
- Integrated Snowbound Viewer with Pega to open, read and update documents.
- Created a workflow for transition of Agency Commissions to Agency Charge Deduction Instructions (CDI) leveraging multiphase commit, with a head-less implementation of rule engine.

AWARDS

INNOVATOR OF THE YEAR

The Hanover Insurance Group.

2018-2019

PEGA HACKATHON Participation Award

Pegasystems

2020

PEOPLE AND PRACTICE PARTNER

Cognizant Technology Solutions

2014

SPARKLERS AWARD

Cognizant Technology Solutions

2015