

Shreya Kulkarni Nizampetkar

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EXPERIENCE

Associate

Cognizant Technology Solutions | Oct 2022 — Present | Hyderabad.

- I have around 3 years of working experience in PEGA PRPC, which includes analyzing, designing, developing, maintaining, supporting, integrating, and deploying applications.
- Certified as a System Architect, Senior System Architect, and Decisioning Consultant.
- Created Reusable Activity Snippets, which minimized **30% of development time and increased the 20% guardrail score**.
- Achieved a **resolution rate of 90%** by employing comprehensive issue analysis and collaborative solving, leading to reduced escalations.
- Reduced technical support **response time by 20%**, resulting in quicker issue resolution and improved end-user satisfaction.

PROJECTS

Project#1 : Profile Update

Company : Cognizant

Role : Developer

Client : Verizon

Environment : PRPC V8.7

Description :

Through the Profile Update application, current users can make changes or updates to their personal information, such as their user ID, email address, password, etc. Once a query reaches PEGA, we will update the necessary information and contact the downstream systems when the Cassandra database update is complete and the transaction concludes.

Responsibilities :

- Automated Decision-making and Routing using When Rules
- Developed a comprehensive framework for implementing core business logic, incorporating advanced conditions, logic statements, seamless integration of embedded pages, and optimized processes, reducing error rates by 40%.
- Orchestrated cross-functional collaboration in the project lifecycle, steering development, testing, and production stages; optimized workflow, reduced project duration by 15%, and delivered 100% of projects on time.
- Development of tasks and procedures for putting basic business logic into practice using activities
- Designed and implemented a comprehensive unit test plan, troubleshooting and debugging 200+ test cases, leading to a 25% decrease in software defects and ensuring a seamless user experience.
- Implemented a comprehensive testing strategy for application issues using PRPC tools like Rules Inspector, Clipboard, and Tracer; reduced bug resolution time by 40% and enhanced overall application performance.

Project#2 : Transfer Your Service (TYS)

Company : Cognizant

Role : Developer

Client : Verizon

Environment : PRPC V8.7

Description :

Transfer Your Service is an application where users can request the transfer of Mobile telephone numbers from one user to another user, with all promotions and offers. Through a variety of channels, users are capable of requesting a transfer (Web, Rep Assisted, POS)

Responsibilities :

- Developed PEGA PRPC applications as per the design specifications.
- Analyzed and dissected business requirements for a software update, resulting in a 20% decrease in error rates and a 15% increase in user satisfaction within the first quarter of implementation.
- Creating detailed design documents.
- Involved in PRPC Class structure & Rule set design. Spearheaded the design, development, testing, execution, and analysis of 50+ business rules, resulting in a 40% reduction in processing time and a 25% increase in operational efficiency.
- Designed SQL connector to connect with external database and RDB methods, depending on project rules

SKILLS

- **BPM Products** : Pega Rules Process Commander
- **Languages** : HTML, C, JavaScript
- **Databases** : MySQL
- **Developer Tools and Technologies** : PEGA PRPC

ACHIEVEMENTS

- Introduced a performance-based reward system by issuing Cheer points to team members who exceeded project delivery milestones, resulting in a 15% increase in productivity and a 20% decrease in project completion time.
- One among the Top 30 in India's Largest Build-A-Thon on Modern Application Development conducted by Smart Bridge Educational Services Pvt Ltd in association with VMware IT Academy.

COURSES & CERTIFICATIONS

- PEGA Certified System Architect (CSA)(8.7v)
- PEGA Certified Senior System Architect (CSSA)(8.8v)
- PEGA Certified Decisioning Consultant (PCDC)(23.1v)

EDUCATION

ACE Engineering College (JNTUH) | 2018–2022

Computer Science & Engineering, Bachelor of Technology. | Ghatkesar, Hyderabad.