Sai Krishna Swaroop

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SUMMARY

Results oriented professional with 3+ years of development experience & excellent communication, analytical, problem solving and trouble shooting skills. Always motivated, energetic, innovative team player with penchant to explore.

PROFESSIONAL SUMMARY

- Having 3 + years of IT experience in Analysis, Design and Development of applications using Pega PRPC, Java/J2EE, PL/SQL, JSP, and HTML.Well versed with Properties, Reports, Access groups, Flows, Activities, Flow Actions, assignments, SLA, Agents in PRPC.
- Developed Report Definition, List view, Summary view and Dashboard. Created complex Report Definition by joining multiple tables.
- Worked on System Management Administrator for debugging, and Performance Analyzer (PAL) for performance analysis.
- Extensive debugging Skills in PRPC using with Clipboard, Tracer, UI Inspector and Rules Inspector.
- Experience in designing high level class structure, workflows and Rule set management in Pega PRPC based on Pega practiced guardrails.
- Excellent understanding of various types of Rules like Product rules, Correspondence rules, Integration rules, Ruleset management and associated tools such as Import & Export tools.
- Developed different complex properties like Page List, Page Group, Value List and Value Group.
- Worked on different Pega OOTB features in Activities, Flows, Flow Actions and Sections.

TECHNICAL SKILLS

Application Development	: Pega PRPC V7.x, Java, C#
Frameworks	: Next Best Action Advisor & Marketing Framework
Web Technologies	: CSS, JavaScript, ASP.Net, JSP/Servlets, Angular JS, Node JS
Database	: Oracle SQL Developer, SQL Server, MySQL
Domains	: Telecommunications, Health & Public Service, Banking

CERTIFICATIONS

- Certified System Architect 7.1 in PRPC from Pega Systems Inc.
- Certified Senior System Architect 7.1 in PRPC from Pega Systems Inc.
- Certified Pega Marketing Consultant 7.2 from Pega Systems Inc.

EDUCATION

Mobile Solutions Development, Post Graduate Certificate   Sep 2017 – Dec 2018
Conestoga College, Kitchener, ON

Bachelor of Technology, Electronics and Communication Engineering   June 2010 –June 2014
JNTU, Anantapur, India

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WORK EXPERIENCE

ACCENTURE SOLUTIONS PVT LTD   Hyderabad, India
Job Title: Application Development Analyst   (Nov 2014 – Sep-2017)

PROJECT

➢	**Project**	**Sprint United**
➢	**Client**	Sprint Corporation
➢	**Domain**	Telecommunications
➢	**Environment**	Pega 7.1.7
➢	**Framework**	**DSM/NBAM/NBAA**
➢	**Organization**	Accenture Services Pvt Ltd
➢	**Role**	Senior System Architect & Consultant
➢	**Team Size**	20

PROJECT DESCRIPTION:

- Using DSM/NBAM framework created Customer Service Portal for Customer Service for End Users to provide best available offers to the customers.
- Developed strategies and propositions according to Business Rules to provide the Next best available offers to the customers.
- Developed retention strategies for retaining the customers by providing best available and eligible offers for the customers.

RESPONSIBILITIES:

- Used NBAA Framework and worked on both Pega and DSM side.
- Worked on 2 Releases simultaneously.
- Developed dynamic Propositions with the help of Decision tables
- Client interaction to define and gather business requirements and providing appropriate technical consultancy.
- Implemented correspondence to different work parties using Notify shape and Activities.
- Defined PRPC components like Decision tables, Decision trees, Declarative expressions.

PROFESSIONAL ACHIEVEMENTS AND AWARDS

- Accenture Excellence Award in the category of Client Champion.

- Undergone the Pega Fast-track and Boot camp trainings successfully.

- Appreciation from On-shore Senior Executives for delivering high performance

- Received many appreciations from team for developing Pega skills expeditiously and implementing them in building complex functionalities.