**SUMMARY:**

* 8 years of experience in IT industry with 7 years of experience in PEGA/PRPC as a PRPC Developer with very good exposure in Financial Services, and Healthcare domain.
* Extensive knowledge in Designing, Development, Testing, Deployment and Integration of PRPC applications.
* Have experience on Requirement analysis, Designing and Agile Methodologies.
* Involved in defining Class Structure and Hierarchy based on Pega practiced guardrails.
* Worked on Class Structures, Work Types, Folder, and Work Object.
* Developed Properties, Decision Rules, Declarative Rules, When Condition, Process Flow.
* Designed PRPC flows, Assignments, Utilities, Decision, Implemented various Activities and Functions.
* Implemented notification tasks using correspondence rules and decision Rules.
* Developed High Level Class structure and Developed Workflows in Pega PRPC.
* Experience in Oracle Database, Developed SQL Scripts, Stored Procedures, functions and packages.
* Experience with Web Scripting Languages: XML, CSS, JavaScript and HTML.
* Exposure to multiple industry domains like Healthcare, Banking, Insurance, Staffing and Telecom.
* Certified Pega Professional.
* Ability to learn, deliver and teach clients teammates and partners the Pega systems Smart BPM & PEGA Scrum Methodology.
* Expert level experience in software development life cycle (SDLC) best practices and written documentation.
* Can communicate well. Written, verbal and presentation. Good in report generation.

**CERTIFICATION:**

PEGA Certified System Architect (CSA) -v 7.1.

PEGA Certified Senior System Architect (CSSA) -v 7.1.

**TECHNICAL SKILLS:**

* Programming- JAVA.
* BPM Platform- PEGA 7.1, PRPC V 6.3.
* Web Technology - HTML5, CSS3, JavaScript, HTML, CSS, XML.
* Methodologies - Waterfall, Agile and Scrum
* Data Base- Oracle 9i/10g, SQL Server, MS Access, DB2, MYSQL
* Web Servers **–** WebSphere 5.0/5.1/6.1, WebLogic10.3/9.2/8.1, Apache Tomcat 5.X/4.X
* Design tools- Eclipse, Notepad ++, MS Visio.
* Operating System- Windows 98/2000/XP/Vista/7/8, MAC OS X.

**PROFESSIONAL EXPERIENCE:**

**Project 1: World Service Portal – Global Registration Dec 2013 – Till Date**

**Client: American Express Salt lake City UT**

**Role: Pega Developer**

**Project Description:**

The World Service Portal Program has been initiated to create a Point of Arrival (POA) Servicing Portal for all American Express Customer Care Professionals (CCPs) across all the World Service (WS) markets globally. The POA portal will not only replace the existing servicing applications such as ISP/D+ and AESP/SSP but will also provide transformational capabilities to CCPs in telephone centers across the world and empower CCPs to provide extraordinary customer care to our customers across all the geographies.

Global Registration (GREG) is an internal tool that captures contact profile information and provides access to various online applications like American Express @ Work Program Management for both internal users, who support corporate clients, and external corporate clients who manage the relationship between their company and American Express.

This tool supports both proprietary and GNS markets providing access restrictions as per ONCOP policy. World Service Portal is global Customer Service based application which Serves American Express card members globally in a unified way. This project will address the implementation of existing WSP functionality into the English speaking markets that include Australia, New Zealand and Canada.

**Responsibilities:**

* Interacted with Users, Business Analyst, Developers to understand the business process, identify enhancements and gather Business Requirements.
* Evaluate technical feasibility of client functional requirement and provide solutions using less customization approach.
* Involved in Designing High Level Class structure, Workflows and Rule sets in Pega PRPC.
* Provides high level estimates for the new enhancements and defects in every release
* Preparation of detail technical design document for the requirement to describe the user interface and the technical aspect of the project in line with Pega PRPC
* Involved in GUI, validations, Flows, Class Hierarchy, importing WSDL, Integration, Activities, Decision rules, SOAP Connector & Services and Listeners rules using PRPC
* Implemented complex user interfaces using Sections, Harness and HTML stream rules.
* Analyzed Pega PRPC system log files and provided the solutions.
* Mentored and Reviewed Technical Design Document done by team members.
* Troubleshoot functional and performance issues, recommended corrective strategies.
* Developed the Activities which implement the Core Business Logic following the Pega guardrails.
* Attending Status calls every week for updating the project counterparts and client about the status of development and testing
* Performed various integrations with external systems by coordinating with the external team members and using the Pega PRPC Connectors and Services
* Involved in testing and troubleshooting the issues in the application using PRPC tools like Rules Inspector, Clipboard and Tracer.
* Team player and Individual responsibility towards a module level Tasks.
* Identified scope variance, provided technical delivery plan, reviews acceptance criteria.
* Take part in Quality Control tasks such as Defect Prevention meetings, doing root cause analysis on the defects, and bring about thorough Checklists for various tasks.

**Environment:** PRPC V7.1, Windows XP, Oracle 10g, XML, HTML, MS Visio.

**Project 2: Health Plan (HP) Chats Aug 2012- Nov 2013**

**Client: Kaiser - Permanente Aurora CO**

**Role*:* PEGA Developer**

**Project Description:**

HP CHATS is mainly used to document and handle calls from various parties including Members, Providers, Prospects and newly added Contacts by replacing the existing Vantive Systems. It provides a single web-based desktop application that can be used by Health Plan CSRs/Agents and their handoff partners across regions with over all improved customer satisfaction. HP CHATS reduced average call handling times & shorter training time.

**Responsibilities:**

* Understanding the project requirements from PRD and created user stories for Iterations.
* Involved in designing high-level class structure, workflows and rule sets in PRPC.
* Created the business process flows and flow actions in PRPC.
* Implementation of Decision tables, Decision Map-Values and Declarative expressions.
* Work on creating declare index rules and activities for extraction process
* Support production issues relating to Pega
* Identifying Properties and Activities, designing the Sections and Harness.
* Implementation of PRPC components like Decision tables, Decision Maps, Declarative Expressions, Constraints and Indexes etc.
* Worked on Activities and Flows to meet the requirements.
* Created Data-Admin-Product to migrate rules across various environments.
* Managed accessibility to users by creating Portals, Access Roles and Access Groups for Analysts, Data Managers and Chair departments.
* Worked extensively in all parts of the project for performance tuning, code cleanup, automated builds, version Manager Control.
* Developed prototypes for hibernate for object/relational persistence and query service.
* Involved in creating Reports (List view and Summary view)
* Involved in the complete development and documentation.
* Involved in review of Rules and design, Bug Fixing.

**Environment:** Web sphere, PEGA PRPC 6.3, SOAP, MS SQL, MS-Visio, Windows XP

**Project 3: Life Insurance Lines of Business Nov 2009 – Jul 2012**

**Client: State Farm Insurance, Bloomington, IL**

**Role: PEGA Developer.**

**Project Description:**

Life Insurance Lines of Business mainly consists of PRPC applications used by Operation Centre Users/Agents/Customers to view Policy details, view Underwriting details and Risk Advising application.

**Responsibilities:**

* Involved in Service support and enhancement to the existing system
* Analyzing business requirement and preparing detail level design document for coding.
* Developing PEGA program to perform excepted functionality
* Creating the test scenario and test cases
* Executing the test cases on the developed code
* Used design tools like Microsoft Visio for designing the workflows of the application. Developed Rules for validation and Integration pertained to Rule-Connect and Rule-Service.
* Design and development of Harness rules, Layout and Sections. Involved in preparing development test cases as per the PRPC suggested approach.
* Responsible for application deployment in Test environments.
* Involved in Technical Documentation, Interactive Reporting.
* Analyzed Payment Research application for its reusable code for the present application.
* Created technical documentation on analyzed code.
* Involved in testing and troubleshooting the issues in the application using PRPC tools like Rules Inspector, Clipboard and Tracer.

**Environment:** PEGA PRPC 5.1, SQL, HTML, XML, and Oracle 10g, Web sphere, JAVA, MS Visio

**IGATE Global Solutions, India Nov 2008 - Oct 2009**

**Role: Java Developer**

**Responsibilities:**

* Designed applications using J2EE patterns.
* Developed Java Beans for business logic.
* Responsible for coding with JSP, Servlets.
* Developed the JSP, Servlets and various Beans using WebLogic server.
* Developed HTML and JavaScript for various client side functions.
* Designed and developed the screens in HTML with client side validations in JavaScript.
* Developed the server side scripts using JMS, JSP and Java Beans.

**Environment:** Java, JSP, Servlets, JavaScript, HTML, XML, CSS.