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SUMMARY OF PEGA PROFESSIONAL EXPERIENCE:

- 9.4 years of IT experience, 9 years of experience in Pega PRPC.
- Cleared CLSA part -1 exam on 8.8.
- Pega Certified Senior System Architect (V7.2) and Pega Certified System Architect (V7.1).
- Actively involved in Development, Testing, Enhancement and Implementation phases of various Pega projects.
- Involved in projects for reputed US, Indian, Romanian and Australian Clients.
- Hands on experience in 6.3, 7.1.7, 7.2.2 ,7.4,8.4 and 8.8.
- Participated in the requirements gathering and analysis with the business users.
- Implemented complex user interfaces using Sections, Design templates and Harness.
- Implemented complex flow and business logics using declarative rules.
- Experience in Job Scheduler, Queue processor and Agents
- Experience in constellation while working on a RFP(Uploaded in pega marketplace)
- Worked on REST and SQL integration.
- Clear understanding of using Clipboard, Tracer and Log for debugging
- Experience in Soap UI and SQL developer.
- Experience in administration activities like creation of Access Groups, applications, operator IDs, rule set versioning and locking and creating product files.
- Experience in Pega Marketing Framework. And actively participated in building marketing specific rules like segment, Strategy etc.
- Have experience in Insurance Domain, CMT Domain and Banking domain.

EXPERIENCE SUMMARY:

- Senior Architect at Maantic Inc. (February 2023 - To Date).
- Assistant Consultant at TCS (August 2021 – January 2023).
- Senior Consultant at Areteans (January 2020 – August 2021).
- Senior Consultant at Accenture (November 2018 – December 2019).
- Associate at Cognizant Technology Solutions (February 2015 – November 2018).

PROFESSIONAL CERTIFICATIONS:

- Pega Certified Senior System Architect v7.2
- Pega Certified System Architect v7.1

DETAILED PROFESSIONAL WORK EXPERIENCE:

Project #1—Claims(Maantic: Jan2023- Till Date)

Project/Assessment description:

Pega Claims solution was designed to streamline Claims team's responsibilities to process, review and pay all claims initiated by Customer Service Representatives. Today these actions are handled through A2 system which is done manually. Claims team assigns and tracks their work using queries and macros on spreadsheets, Pega provides an optimal solution as it creates clear workflow to facilitate capture and processing of claims.

Roles and Responsibilities:

- Analyzing existing code and impact of any changes made for enhancements.
- Involved in requirement gathering
- Designed the enhancement implementation, localization.

Project #2—Commercial Fire Insurance and Retail Claims(Maantic: June2023-Dec-23)

Project/Assessment description:

The Claims Application is built on Pega 7.3.The primary objective is to apply hospital and volume discount when a claim is made and generate automatic TPA cases after a policy is created.

The Claims Application is built on Pega 7.3.The primary objective is policy creation and endorsement of those policies.

Roles and Responsibilities:

- Analyzing existing code and impact of any changes made for enhancements.
- Involved in requirement gathering
- Leading a four member team for this implementation.
- Designed the enhancement implementation.

Project #3—Child Rider Conversion(Maantic: February2023- Till Date)

Project/Assessment description:

The Application is built on Pega 8.7.The primary objective is to generate case depending on the child rider added in parent case.

Roles and Responsibilities:

- Analyzing existing code and impact of any changes made for enhancements.
- Connecting with client teams to decide on the scope and class structure.
- Will play lead role for a 3 member team

Project #4—BizExpress (TCS: August2021- Till Date)

Project/Assessment description:

The Application is built on Pega 7. The primary objective is to fast-track loan processing and release of funds by replacing the ccl application.

Roles and Responsibilities:

- Leading TCS offshore development team.
- Analyzing existing code and impact of any changes made for enhancements.
- Implementation of Rest rule and updating the existing mapping.
- Adding different product for loan processing on top of existing products.
- Implementation of Activities, Data transforms, Decision tables, validate rule.
- Create Business process Flows, Flow actions and UI components in Pega PRPC.
- Defect Fixing and reengineering as required

Project #5—Claims (Areteans: April2020- August2021)

Project/Assessment description:

The application is built on OOTB claims framework and the primary goal of this project is to capture end to end claims process. Starting from creating first notice of loss to closing the claim after payment completion. There is various integration involved the claims process like address, payments and CMS.

Roles and Responsibilities:

- Analyzed Business Requirements and claims framework.
- Design and Implement the PRPC application based on the requirements.
- Design of class structure and case types.
- Implementation of Activities, Data transforms, Decision tables, validate rule.
- Create Business process Flows, Flow actions and UI components in Pega PRPC.

Project #6—MOP (Areteans: Jan2020- Mar2020)

Project/Assessment description:

MOP is issued for a period of twelve months and all consignments sent during the period are covered by the insurers. This is suitable for big companies that have regular shipments, it saves them the tedious and expensive process of acquiring an insurance policy for each shipment.

Roles and Responsibilities:

- Analyzed Business Requirements.
- Design and Implement the PRPC application based on the requirements.
- Implementation of Activities, Data transforms, Decision tables, validate rule.
- Create Business process Flows, Flow actions and UI components in Pega PRPC.

Project #7— Always On Marketing (Accenture: Nov2018- Dec2019)

Project/Assessment description:

The primary design goal of this project is to develop and automate the Marketing process for CMT LOB. As part of the AOM design and development, it will also be setting up the Campaigns Offers for set of customers.

Roles and Responsibilities:

- Creating portal and harness
- Designing Strategy, Offer Flows and Campaigns.
- Generating files as per Business logic.
- Code Optimization and development

Project #8—Claims (Cognizant: Jan2018 – Nov 2018)

Project Description:

An overarching application bringing together Post Disposition processes spanning across 5 different teams. Auto creation of Post Disposition cases as their disposition events completed.

Roles and Responsibilities:

- Production deployment of application
- Post production support.
- Change Request (CR) tracking for upcoming releases.
- Worked on Flow, Section. Harness, Portal, Activity, Data Transform, Decision Tree, Decision Table, Declare Expression, Map Value, When, Section, Harness, Flow Action, Reporting, List View, Declare Page, Product.

Project #9— Bankruptcy (Cognizant: May2016-Nov2018)

Project/Assessment description:

The primary design goal of this project is to develop and automate the Bankruptcy business process for Mortgage LOB. As part of the SAWS design and development, it will also be setting up the framework for Mortgage Servicing which will be used as a base for automating other processes within the Mortgage servicing space (Bankruptcy workflow, Loss Mitigation, Foreclosure, Collections workflow.)

Roles and Responsibilities:

- Creating portal and harness
- Designing Flows and activities
- Defect Fixing and reengineering as required

Project #10— Collateral Document Solution (Cognizant: Oct 2015-Nov2018)

Project/Assessment description:

The purpose of the project is to retire the PLX eProcess Workflow for the Correspondent process with the intent that the new CoDs (Collateral Document Solution) solution. CoDS will provide more interactivity with regards to workflow, more visibility of work that is in process including statuses for each level of work, removal of redundancy and inefficiencies of current business processes along with better audit tracking. CoDS will also layout a more

streamlined and automated approach between the business units without the loss of tracking capabilities provided internally via dashboards.

Roles and Responsibilities:

- Creating portal and harness
- Designing Flows and activities
- Code Optimization and development
- Defect Fixing and re engineering as required

Project #11 — Release Management System (Cognizant: Jun2015 – Feb2016)

Project/Assessment description:

Release Management System (RMS) is a management tool used to concurrently monitor, report, and summarize the release assessments and exceptions within Organization's lines of business (LOBs) and Technology Team.

Roles and Responsibilities:

- Construction and enhancement
- Unit Testing of application modules
- Fixing Defects and Re engineering as required
- Documenting solution steps