



PRIYANKA ELDURTHI

Pega Developer

CONTACT

Phone: +91 7382937741

Email: priyankaeldurthi@gmail.com

LinkedIn: linkedin.com/in/priyanka-eldurthi-41973b207

TECHNICAL SKILLS

BPM Tools: PRPC 7.x, 8.x

Web/Application Servers: Tomcat

Databases: Oracle 10g, SQL

Deployment tools: TestMaker,

Jenkins, Webstorm

Ticketing Tools: ITSM, ServiceNow,

Jira Atlassian

EDUCATION

B. Tech (Computer Science)

JNTU University - Hyderabad
(2009 – 2013)

PROJECTS

#1. KNOWLEDGE EXPERT

Sep 2021 – Jun 2024

PROFILE SUMMARY

- IT professional with 10 years of experience, including 3+ years as a Pega Developer and 6+ years as a Remedy Administrator.
- Experienced in developing Class structures, Workflow and Rule based Business Process Management using Pega Rules Process Commander (PRPC).
- Experienced in creating Decision tables, Decision trees and Declarative rules like data pages, declare expression and triggers.
- Experienced in implementation of REST and SOAP integrations with Pega.

CERTIFICATION

- Certified System Architect (CSA)
- Certified Senior System Architect (CSSA)
- Certified SAFe 5 Practitioner

WORK EXPERIENCE

Knowledge Expert (KE) - Pega Consultant

Sep 2021 – Jun 2024

DXC Technology - Professional 1 Application Delivery

Jun 2014 – Sep 2021

ROLE: PEGA DEVELOPER

- Implemented Agile/Scrum Methodology and participated in development and conversion of business requirements to user stories.
- Installed the Process Fabric and its Connector. Registration and Activation of the application, and involvement in the interwoven worklist and processing the next task.
- Worked on Activities, decision rules, validation rules and Data Pages and Declarative rules.
- Worked on debugging and performance tools like Clipboard, Tracer, Live UI.

#2. DXC TECHNOLOGY

May 2020 – Sep 2021

- Integrated with external systems using Connect SOAP.
- Participated in Live Demo with clients on process fabric.
- Implemented user interfaces using Sections, and Harness.
- Experience in Activities & Data Transform, defining report definitions.
- Involved in Daily Stand-up calls, participating in Sprint Planning, Backlog Refinement, Retrospective and Review calls.
- Working on User Stories to meet the deadline followed by deployments and testing.
- Unit test case preparation and Unit test case execution of the applications.
- Participated in internal 'Code Review Sessions' with team members before each deployment.
- Completed deployments for many environments (Dev, Stg, UAT, and Pre-Prod) on Jenkins.
- Involved in Bug fixes based on client requirement.
- Worked on Decision table, Declarative expression.
- Created Pega Process Fabric project everything from the scratch and given demo in the organization to get more projects from the clients.
- Maintain technical documentation, to facilitate knowledge transfer and support.

ROLE: PEGA DEVELOPER

- Trained on Pega
- Created sample applications on personal edition.
- Worked on sections, flows, data pages, data transform, data types.
- Involved in case types and reporting.
- Experienced in implementing Case Management.
- Experience in creation of UI related rules including Portals, Skin, Harness, Section and UI Controls.
- Designed and Developed Flows and Flow Actions.
- Created Sections, Activities, Data Transforms, Report Definition.
- Involved in fixing the issues with debugging tools.
- Worked on enhancements as per client requirement.

ROLE: REMEDY ADMINISTRATOR

- Excellent knowledge and hands on experience in Incident, problem and change management.
- Application trouble shooting, configuration and maintenance.
- Application performance tuning and optimization.
- Resolution of tickets with quality and within SLA.
- Proactive monitoring of application and incidents analysis.
- Configuring Approval mappings for change management.
- Identify and troubleshoot any issues or disruptions in the application's functionality.
- Knowledge transfer to juniors on the application and functionality.
- Perform regular maintenance tasks such as updates, patches, and upgrades to keep applications running smoothly.

#3. DXC TECHNOLOGY

Jun 2014 – May 2020

- Provide technical assistance and support to end-users regarding software and hardware issues.
- Diagnose and troubleshoot technical issues, including network connectivity problems.
- Set up new user accounts and profiles and assist with password resets.
- Perform regular maintenance of systems and ensure software updates are applied promptly.
- Develop and maintain technical documentation and create knowledge base articles.
- Worked on forms, active links, filters, menus, web services, Remedy import tool.
- Creation of monitoring scripts for proactive monitoring and resolution of issues.
- Involved in 24/7 support.
- Involved in Patching activities and deployments.
- Hands on experience in Mid-tier configuration, maintenance and administration.
- Remedy services stop/start, collecting and managing logs
- Monitoring Memory usage, CPU utilization, User load balancing on servers.
- Handling the Deployments on Production Server.
- Working on fixes of unknown defects and issues.
- Worked on the remedy versions 7.1 & 7.5 and Click Application.