



## KUMARAVEL RATHINAM

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### Professional Summary

Over 15+ years of experience in Pega PRPC based solutions and 3+ years of experience in Java/J2EE application development. Strong experience in requirement analysis, design, development, and implementation of Pega business process management solutions for clients in the Healthcare, Insurance, Banking and Finance domains. Proven ability to analyse business problems, identify process gaps and develop innovative solutions to improve the productivity and increase the return on investments and a broad understanding of software technologies and development models, including SCRUM/Agile. Excellent interpersonal, communication, presentation skills and Leadership Qualities.

### Technical Skills

Operating Systems	Windows
BPM Tools	Pega PRPC v 8.8.2 and below
PEGA Framework	IIF, CPM
Programming Skills	Java  J2EE   Servlet/JSP   JavaScript   HTML   CSS   XML   XSD
RDBMS	Oracle   IBM DB2   MS SQL
Tools Utilities	Rally   Visio   PL/SQL Developer   iBatis   EditPlus   SoapUI

### Experience

Tech Mahindra	May 2022 – till date
Wipro Technologies	July 2018 to May 2022
WNetwork Consulting Pvt Limited	Sep 2016 to Jun 2018
Cognizant Technology Solutions	Jun 2011 to Sep 2016
IBM India Private Limited	Feb 2010 – May 2011
Virtusa Software Solution Pvt Limited	Dec 2006 – Feb 2010
Millennium Software Production India Pvt Limited	Oct 2003 – Dec 2006

### Certifications

- Certified Lead System Architect (CLSAV7, Part-1: Architecture)
- Certified Senior System Architect (CSSAV7)
- Certified System Architect (CSAV5)
- Certified CPM Architect (CCAV6)

### Education

- BE (ECE) /Madras University/Adhiparasakthi Engineering College.

## Professional Experience Summary

Project Name	PDL (Program Direction Letter)
Client	FORD
Role	Team Lead
Team Size	12
Platform & Framework	Pega PRPC v8.8.2
Organization	Tech Mahindra

### Description:

The authoritative document that controls the content and changes for vehicle/component programs and communicates that information to downstream areas. PDLs also serve as the foundation of the material supply systems used in Ford assembly plants.

- Capture of CRF from PDO tool and validating/identifying Key Stakeholders of the change request.
- Raise CRF Requests (from PDO and Manual) and validate stakeholders that need to be notified of changes to take action.
- Generate Email triggers from Pega solution to stakeholder with email body content providing direct link to Change Request Form for validation.
- Translate PDO Impact analysis data.
- Integration with Jira cloud.

### Responsibilities:

- Worked in Implementation of Minimum Viable Product.
- Involved in Creation of the User Profiles for existing Ford users.
- Involved in Table Optimization and mapping from the PDO request to JSON
- Helped the team to get more information on the requirement from business and helped to work with Integration in JIRA

Project Name	PEGA Data Migration
Client	FENZ – Fire and Emergency New Zealand
Role	Team Lead
Team Size	10
Platform & Framework	Pega PRPC v8.6
Organization	Tech Mahindra

### Description:

The evacuation schemes application (EvacsApp) which is currently being developed in the Āwhina Pega platform requires data to be migrated from the current Evacuation Scheme solutions (MPAD/Online Services). The required source data set needs to be harvested from other related data sources to complete the data requirements of the EvacsApp.

Responsibilities:

- Worked on Pega Data Migration design and extraction diagram.
- Involved to gather the data from the Target source system.
- Design to extract the target data using the source data sets.
- Worked on Pega User profile creation for the current FENZ Users.
- Involved in the code reviews and data migration validation activities

Project Name	Upgrade App
Client	MasterCard
Role	Architect
Team Size	8
Platform & Framework	Pega PRPC v7
Organization	Wipro

Description:

The MasterCard account has been involved in upgrading their existing pega applications from v6.3 to v7.1.8. This involves to changes of application portals and functionalities. The Business Process Management System Team provides these applications as a way to automate forms and related information collection processes for business changes requested by existing and new customers. The goal is to substantially decrease costs and increase customer satisfaction because change requests will be implemented more quickly with far fewer errors.

Responsibilities:

- Worked on Upgrade design and strategy towards MasterCard application from v6.3 to v7.1.8
- Architectural solutions based upon business requirements.
- Architect the technical solution and lead the technical team in development activities.
- Assure adherence to the guardrails as well as the original design principles.
- Continuously provide knowledge transfer to the extended team.
- Assisted in code reviews and application testing activities.

Project Name	GDA
Client	Wells Fargo
Role	Team Lead
Team Size	12
Platform & Framework	Pega PRPC v8
Organization	Wipro

Description:

The Global Delivery Activities (GDA) is the workflow system designed to automate and track the onshore and offshore relevant projects. It has transition and steady state workflows to handle the project transactions and monitor the activities.

#### Responsibilities:

- Involved in developing estimates on related project work
- Assist in defining scope and sizing of work
- Design architectural solutions based upon business requirements
- Collaborate with development and design teams to design architectural requirements
- Lead and foster our team partnership while driving for continual improvement of agile-based development process
- Involved in enhancing framework, and Interactive UI
- Participated extensively in designing application security which involves setting up Access Groups, Access Roles
- Providing technical expertise in troubleshooting issues

Project Name	LME (Localization Management Engine)
Client	CISCO
Role	Module Lead
Team Size	10
Platform & Framework	Pega PRPC v7
Organization	WNetwork

#### Description:

The objective of LME is to provide a platform for opening request for Globalization and Translation Services (GTS). Projects can be opened on an individual basis. The LME routes your project request to the appropriate team member, transfers files, provides quotes and estimated delivery times, and tracks progress. There is no need to open a purchase order or negotiate directly with vendors as all service fees are completed automatically through departmental cross-charges.

The proposed system will target the following business objectives –

1. Better tracking of request from stake holder requirement to completion stage
2. Optimizing the Quote process from finance governance perspective
3. Optimizing the cross charge process the BU from finance governance perspective

#### Responsibilities:

- Business requirement study and design the project requirements
- Preparation of Pega Design Use cases and process flow diagrams
- Build framework, and Interactive UI
- Conceptualizing and Designing application class structure
- Coordinate with team to understand client requirements and to implement the business rule.

Project Name	Customer Direct Renewals
Client	CareFirst
Role	Technical Lead
Team Size	8
Platform & Framework	Pega PRPC v6
Organization	CTS

#### Description:

The object of this project is to support the Consumer Direct Renewal process through PEGA Business Process Management (BPM) Solution. The system will run the preliminary process on all the eligible members and segregate them based on the outcome of various business rules. The Business users will have option to review the renewal letter and release them as batches for letter generation. There will also be an option for the business user to handle the error scenarios.

#### Responsibilities:

- Business requirement study and design the project requirements
- Preparation of Pega Design Use cases and process flow diagrams
- Build framework, Interactive UI, Reports and Charts
- Conceptualizing and Designing application class structure
- Coordinate with onshore team to understand client requirements and to implement the business rules

Project Name	Enhanced Annuity
Client	Lloyds Banking Group
Role	Module Lead
Team Size	6
Platform & Framework	Pega PRPC v5
Organization	CTS

#### Description:

The Insurance Enhanced Annuity program is tasked with delivering a new enhanced (i.e. underwritten) annuity proposition with the support of a reinsurer, through shared delivery, initially for distribution to intermediaries and Employee Benefit Consultants (EBC) & later via the Direct Sales Force. This Enhanced Annuity Phase 4 aims to provide the capability to deliver Quote Maintenance functionality through an Individual Pricing Solution (IPS) and integrate IPS with the existing New Business Annuity Process.

#### Responsibilities:

- Analysis the requirement and design the structure
- Design Use cases and process flow diagrams
- Conceptualizing and Designing application class structure
- Involved in help and review of deliverables prepared by team

Project Name	iSuite
Client	AIG
Role	Module Lead
Team Size	12
Platform & Framework	Pega PRPC v5
Organization	CTS

#### Description:

iSUITE is a Business Rules based workflow and content management application developed to support the strategic and operational objectives of AIG Insurance for the coordination and orchestration of activities related to the Submission, Underwriting, and Issuance processes. Currently it consists of the following defined processes like Submission, Underwriting, Issuance, and Endorsements & Renewals. Integration of iSUITE with the Phoenix underwriting application will afford Phoenix the ability to take advantage of a workflow and content management system designed to meet many of its stated business and technology goals.

#### Responsibilities:

- Designed and developed Phoenix modules.
- Coordinate with onshore team to implement the business rules
- Involved in defect fixing and deployment.
- Involved in unit test scripts review and in the performance tuning of the application.
- Involved in defect management activities using QC tool and report generation activities.
- Code review of rules for Phoenix module.

Project Name	CMRT
Client	Medco
Role	Team Lead
Team Size	6
Platform & Framework	Pega PRPC v5
Organization	CTS

#### Description:

Case Management and Resolution Tracking (CMRT) application is being re-platform in Pega 6.1 from the existing legacy application – CRTS. Case Management application mainly deals with creating and processing cases raised by patients or their representatives regarding drug refill issues or shipment issues or patient grievances.

There are 4 types of cases which can be raised by the patient:

Emergency case, Gatekeeper case, Grievance case, Concierge case

All the cases will be created by the CSR (Call Service Representative) and will be processed by the Case worker or Case Manager.

#### Responsibilities:

- Involved in Class structure, rule set design and development.
- Coordinate with onshore team to implement the business rules
- Involved in unit test scripts review, performance tuning of the application.
- Involved in defect management activities using CA tool.
- Involved in Code review activities.

Project Name	UK SMART
Client	Marsh
Role	Project Lead
Team Size	4
Platform & Framework	Pega PRPC v5
Organization	IBM

#### Description:

UK SMART is web-based application that enables the capture of the relevant product exposure / Benchmarking information that will be presented via MarketConnect to UK insurers, this is one element of the Strategic Carrier Services Strategy. The current representation of “Brokerage” as a pure POS proposition is not in line with other models being implemented by other geographies Within Marsh and Marsh’s competitors, where many such strategies centered on a “Fee for Services” approach. This UK SMART will be a shift towards a “Fees for Services” approach would increase our retention ability for certain client types and a target additional annualized revenue increase of 22m in 2011 has been set for the UK.

#### Responsibilities:

- Designed and developed administration modules.
- Coordinate with onshore team to implement the business rules
- Involved in production support activities like defect fixing and deployment.
- Involved in unit test scripts review and in the performance tuning of the application.
- Coordinating with onsite team in fixing defects and getting the clarification from the clients.
- Responsible for rule set design, creation and maintenance for all modules
- Code review of rules for all modules.

Project Name	PEMSA
Client	Cardiff, NL
Role	Module Lead
Team Size	10
Platform & Framework	Pega PRPC v5
Organization	Virtusa

#### Description:

PEMSA is a policy administration system used by Cardiff NL, which is build on top of the IIF (Insurance Industry Framework) framework. Cardiff uses PEMSAs to create, manage policies and maintain their business life cycle. PEMSAs has major functionalities like Subscription Process, Modify Proposal, after sales with Financial Impact, after sales without financial impact.

#### Responsibilities:

- Issue tracking and creating plan by weekly.
- Requirement Clarification with Business

- Preparing the High-Level Design document
- Involved to fix the issue and provided the technical solution to other team members
- Code review

Project Name	BXB
Client	Nasco
Role	Team Lead
Team Size	4
Platform & Framework	Pega PRPC v4
Organization	Virtusa

#### Description:

The BXB (Blue Exchange Benefits) is the Web based User Interface to view, add, update, and delete Blue Exchange group benefit related information and view group data. The enhancement developed to allow the user to add duplicate benefits and added the new HIPPA codes for Universal Benefits and Service level benefit coverages.

#### Responsibilities:

- Created custom UI to suit customer requirements which were not possible OOTB.
- Code review and provided the co-ordination to the offshore team.
- Responsible for daily interaction with offshore team.
- Responsible for providing weekly status report with client.

Project Name	EFDE Migration
Client	Nasco
Role	Senior Engineer
Team Size	6
Platform & Framework	Pega PRPC v4
Organization	Virtusa

#### Description:

EFDE Migration project objective is to migrate the Pega application from lower version into higher version. We have successfully upgraded the pega application like eFDE and BXB applications from 4.2 SP5 to 5.3 SP1 versions. Also, we implemented the complicated feature called JMS service for this eFDE application and created new JDBC providers for that. This migration process involves upgrading the 4.2 SP5 version applications into 4.6 and then migrated to 5.3 SP1. Also, the migrated 5.3 version application code has been modified as per the Java performance analyzer tool report.

#### Responsibilities:

- Created PRPC migration approach document.



- Taking code backups and migration across environments.
- Allocated daily task to team members.
- Supported UAT team.

Project Name	Direct Marketing
Client	Cambridge
Role	Senior Developer
Team Size	7
Platform & Framework	Java
Organization	Millennium Software

#### Description:

This is a web portal contains three modules. Direct marketing, Customer Care and Sales. It is a complete solution for eCRM activities. Direct marketing is used to send customized bulk email campaigns. It enables to manage mailings list as well as the content management. Customer care is used to categories inbound and outbound emails automatically. It is a complete solution for content management. Sales module enables to track the sales activities like schedule, calendar and tasks.

#### Responsibilities:

- Involved in developing direct marketing module using JSP and Servlets.
- Developed code for importing contacts from MS-Outlook using JOC tool and signed applets.
- Developed code for contacts module using struts.
- Involved in developing Interface and Implementations for DAO using iBatis.

Project Name	Content Management
Client	Cambridge
Role	Developer
Team Size	9
Platform & Framework	Java
Organization	Millennium Software

#### Description:

The objective of this project is to provide a complete solution for content management. It is used to send bulk email campaigns. Also enables managing mailing list, adding list to existing lists.

#### Responsibilities:

- Involved in gathering business requirements in Inception phase.
- Design and developed UI using JSP and Servlets.
- Involved in design and development of SOAP services using XML, WSDL