# BHAVANA SAHITHI SURA

**Sr. Software Engineer | Pega Developer**

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## ABOUT

- 5+ years of experience in Pega workflow development.
- Clear understanding of business requirements while managing technical details.
- Development of business flow and user interface using latest features and best practices to minimize rework.
- Hand on experience: UI Kit, Cosmos, Warranty framework and Pega Customer Service - Chat functionality.
- Have a keen interest in learning new, unfamiliar things and put them to use when necessary.

## EXPERIENCE

### VCAT (Vehicle Claim Authorization Tool)

**Client: Nissan North America**

📅 June 2019 – Present          📍 Tech Mahindra, Hyderabad

**Environment:** Pega 7.2, 8.4, 8.8

**Summary**

VCAT analyzes dealer repair activities, ensuring accurate initial repairs, warranty approval needs, goodwill processes & detecting fraud.

**Contribution**

- Reviewed project specifications and developed technology solutions that met business expectations.
- Delivered unit-tested systems within prescribed time-frames.
- Launching flow actions in a customized HTML section that represents vehicle 360° view with hotspots.
- Pega chatbot implementation with dynamic queue routing.
- Worked on anonymous authentication.
- Exposure in generation of When, Decision tables rules dynamically.
- Dynamic routing using features available in the product to make application reusable for further implementations.
- PDF generation using custom styles, paragraph and other rules.
- Configuration of Job Scheduler to notify users on daily basis.
- Worked on Queue Processors to read and process input excel file.
- Errors and exception handling.
- Utilization of PDC, Tracer, Clipboard, Live UI and other debugging tools to make the code error and exceptions free.
- Exposure in file listeners, REST integration.
- Migration of data instances and rulesets from development to other testing environments.
- Worked with quality assurance team to correct problems and to automate test scenarios.
- Resolved assigned issues to make project activities move smoothly without any interventions.
- Worked on deployment plans, high level design documents.

## CERTIFICATIONS

- Certified Senior System Architect 7.4
- Certified System Architect 7.2

## SKILLS

- Solid understanding of Pega platform.
- Knowledge in SQL, HTML, CSS
- SOAP and REST Web Services
- Proficient in utilizing JIRA, MS Office.

## EDUCATION

**B.Tech, ECE**

**KLU, Guntur, Andhra Pradesh**

📅 July 2015 – May 2019          CGPA : 8.6

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**Intermediate, MPC**

**Narayana Junior College, Nellore, AP**

📅 June 2013 – April 2015          Per : 91.0%

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**Class X, SSC**

**VSR High School, Nellore, AP**

📅 March 2013          CGPA : 9.3

## ADDITIONAL DETAILS

- Collaborated with team of 40 in the development of VCAT project.
- Valid USA B1 visa till 2032.
- Trained and mentored junior developers.
- Received "Exceeds All Expectations" rating 3 times in annual reviews.
- Recognized with multiple awards for contributions to designing and implementing key features.