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Summary of Experience:

- Having **16.7** years of experience in the Information Technology industry which includes extensive experience in application design, development, team lead on Windows and Linux environments spanning Banking, Financial, Insurance and Manufacturing domains.
- **Around 10+ years of Pega PRPC experience** and more than **7.6 years as PEGA Senior System Architect** in designing & developing the Applications using the Pega RULES Process Commander **PRPC v6.1, v6.2, v6.3, v7.1.7, v7.4.0, v8.5.3**
- **Certified Pega Decisioning Consultant-CPDC** from Pegasystems Inc.
- **Certified Senior System Architect-CSSA** from Pegasystems Inc.
- Have good experience with **Agile Scrum and Smart BPM** methodologies.
- **M. Tech in Industrial Engineering & Management from IIT KHARGPUR.**
- Expertise in **Full Pega Implementation cycle** including Business Process Modeling, Analysis, Designing, Development, Integration, Testing, and Deployment of **BRE** and **BPM** Applications.
- Having good knowledge on Pega Marketing Campaigns and NBA, PEGA Customer Decisioning Hub (CDH)
- Having moderate knowledge on Decision Strategy Manager (DSM) to implement decision strategies
- Very well experienced on BFSI domain
- Excellent hands-on experience in implementing the Activities, Flow Rules, Flow Actions, Collections, Libraries, Decision rules, Declarative Rules, Access Roles, Service level rules, Harness and Section Rules, Summary Views, Report Definitions, Agents, Listeners, Connectors, Services.
- Hands on experience on PRPC construction and debugging tools such as Tracer, PLA, Clipboard, DB Trace and System Management Application (SMA).
- Experience in implementing the Integration features like SOAP, REST.
- Good understanding and experience of adhering to BPM/Pega PRPC design best practices and coding guardrails.
- Good Experience in ruleset management, rule deployment (product rules / product patches) and release management activities.
- Good Knowledge over Core Java, Oracle, SQL Server, IBM DB2, Java Script and HTML
- Effectively communicate solution design to stake holders.
- Having good experience in end-to-end project management and delivery.
- Research-oriented, motivated, proactive, self-starter with strong technical, analytical, and interpersonal skills. Capable of leading a large team of technical resources.

Certifications:

- Completed Scaled Agile Framework Agilist (SA) Certification Program
- Pega PRPC Certified Decision Consultant (**CPDC**).
- Pega PRPC Senior System Architect Certification (**CSSA**).
- Pega PRPC System Architect Certification (**CSA**).
- SUN Certified Java Programmer from SUN Microsystems.

Work Experience:

- November 2023-Till date: AI4Process Ltd
Designation: Senior Consultant
- March 2022- September 2022: Wipro Limited, INDIA
Designation: Architect
- December 2019 – March 2022: Cognizant Technology Solutions, USA.
Designation: Technology Specialist.
- February 2016– December 2019: Tata Consultancy Service, USA
Designation: Technical Architect.
- July 2015 – January 2016: Mindtree Limited, Gainesville, Florida, USA.
Designation: Technical Lead.
- December 2012 – July 2015: Mindtree Limited, Bangalore.
Designation: Technical Lead.
- August 2010 – November 2012: IBM India Private Limited, Bangalore.
Designation: Package Solution Consultant-CRM.
- August 2006 – August 2010: Cognizant Technology Solutions, Chennai.
Designation: Consultant-CRM.

Education:

- **M. Tech** in Industrial Engineering and Management from IIT Kharagpur. INDIA June 2006.
- **B. Tech** in Computer Science and Information Technology from JNT University. INDIA April 2004.

Hardware and Software Environment:

Operating System	: Windows 11, Windows NT, Windows 2000, UNIX, Linux.
Products/Tools	: PRPC 5.1, 5.4, 5.5, and 6.1, 6.2, 6.3, 7.1.7, 7.4.0, 8.5.3, Smart Dispute, Smart Investigate.
Languages	: Java, HTML, XML, JSP, Servlets, Java Script, and PL/SQL.
RDBMS	: Oracle10g, MS SQL Server 2000, DB/2.
Application servers	: IBM WebSphere, Oracle WebLogic and Apache Tomcat.
Business Domains	: Banking, Financial services, Insurance and Manufacturing.
Methodologies	: Agile Scrum, Smart BPM and Waterfall.

PROFESSIONAL EXPERIENCE:

❖ Project	: E.ON DMS	November 2023 – Till date
Client	: E.ON, UK Energy Company	
Role	: Technical Lead	
Organization	: AI4Process Ltd, India	
Technologies	: Pega Infinity '23, Pega Customer Decision Hub Framework v 8.4, WebSphere, Oracle.	

Project Description: E.ON Next is the British company and one of the largest suppliers of energy in the UK. E.ON will provide its services to both residential and retail sectors as it is supplying electricity and gas. E.ON DMS is a basically collections application. Whenever a customer is not paying the bills all those customers will come into debts. Based on account type and state it will go through the journey where Pega will send communication to the customer through different channels like emails, SMS, Dialer, Letter etc.

Roles and Responsibilities:

- As a Decision Engineer, I work individually and under the supervision of a Lead Decision Architect in requirement gathering from client and responsible for creating workflows, Decisioning strategies and test solutions.
Responsible for creating Pega Decision Strategies in Pega DSM for business rules
- Provide user story demo and show and tell sessions to business and product owners and work on the feedback.
- Exposure to hands on development of Enterprise Web Applications, Enterprise Application Integration and Service oriented Architecture (SOA) using SOAP and REST Services.
- Develops user stories where it involves creating screens, Activities, Flows, Flow Actions and Data Transforms.
- Responsible for Branching and merging the rule sets as part of Agile Maintenance Team.
- All aspects of agile including backlog grooming sprint planning.

❖ Project	: GPI-Global Payments and Investigations	April 2022 – September 2022
Client	: HSBC, UK	
Role	: Technical Lead	
Organization	: Wipro Limited, India.	
Technologies	: Pega PRPC v 8.5.3, Pega Smart Investigate for Payments (v 8.6), WebSphere, Oracle.	

Project Description: Global Payment Investigations (GPI) is the group standard solution for High-Value Payment Investigation supporting all LOBs in 50 countries across 5 regions. GPI is used for payment investigation cases. It is also used for Correspondent Bank Claim charges. GPI interfaces with internal partner systems.

Roles and Responsibilities:

- Develop appropriate software using Pega PRPC solutions to requests for new services and functionality.
- Exposure to hands on development of Enterprise Web Applications, Enterprise Application Integration and Service oriented Architecture (SOA) using SOAP and REST Services.
- Interact with users through all phases of the systems Development Life Cycle (SDLC) to assure consistent, timely and accurate delivery of Pega applications per Service Level Agreements using Pega SMART BPM Agile methodology.
- Develops user stories where it involves creating screens, Activities, Flows, Flow Actions and Data Transforms.
- Enhance the existing application code/rules to improve the functionality and performance of current application.
- Implementing integrations with external applications and systems using Pega's Connectors and integration Services.
- Responsible for Branching and merging the rule sets as part of Agile Maintenance Team.
- All aspects of agile including backlog grooming sprint planning.

❖ Project	: CEDARS Claims 2.0	Dec 2019 – Mar 2022
Client	: Wells Fargo N.A. – Tempe, Arizona.	
Role	: Technology Specialist	
Organization	: Cognizant Technology Solutions Ltd, USA.	

Technologies : Pega PRPC 7.4.0, Pega Smart Dispute Framework 7.48, WebSphere, Oracle.

Project Description: Wells Fargo N.A.'s current DAT application is approaching the end of life and further investment to improve operational efficiency and address control gaps is not advisable. Development of end-to-end debit card claims support. Enable end-to-end processing of all debit card signature fraud, and PIN / Dual fraud claims and STP eligible signature and PIN claims on the CEDARS application using both Claims 2.0 and Smart Dispute capabilities. Delivered functionality and associated workflow business rules will ensure strong risk and compliance controls, enable more efficient processing of claims through automation of currently manual process, contribute to loss mitigation and achieve consistent and improved customer experience.

On the Pega platform is the first stage to migrate volume off DAT, ultimately enabling the application to be retired. The flexibility afforded by the Claims 2.0 platform and fully developed workflows of Smart Dispute will allow near term implementation of business rules and automation to achieve operational efficiencies and improve risk controls while also enabling changes in the future to respond to emerging claim trends, new regulatory requirements and refined business priorities. Automation of currently manual functions and systematically supported workflows will deliver more consistent and improved experiences for team members and customers.

Roles and Responsibilities:

- Application Design, Development and testing stages of Pega based applications and system integration.
- Develop appropriate software using Pega PRPC solutions to requests for new services and functionality.
- Interact with users through all phases of the systems Development Life Cycle (SDLC) to assure consistent, timely and accurate delivery of Pega applications per Service Level Agreements using Pega SMART BPM Agile methodology.
- Exposure to hands on development of Enterprise Web Applications, Enterprise Application Integration and Service oriented Architecture (SOA) using SOAP and REST Services.
- Develops user stories where it involves creating screens, Activities, Flows, Flow Actions and Data Transforms.
- Enhance the existing application code/rules to improve the functionality and performance of current application.
- Implementing integrations with external applications and systems using Pega's Connectors and integration Services.
- Responsible for Branching and merging the rule sets as part of Agile Maintenance Team.
- All aspects of agile including backlog grooming sprint planning.
- Running show and tell for Product owner and business users.
- Analyze and discuss the user stories with BAs and ensure best practices in PRPC are included.

❖ Project	: Global Service Portal (GSP)	Feb 2016 – December 2019
Client	: American Express – Sunrise, FL	
Role	: Technical Architect	
Organization	: Tata Consultancy Services USA.	
Technologies	: Pega PRPC 7.1.7, Pega CPM 7.1.3, WebSphere, DB2.	

Project Description: American Express WSP / GSP is a multi-technology platform focused on servicing American Express Card Members through customer servicing channels. The platform involves several critical capabilities like Customer Profile Management, Customer Verification, Customer maintenance, Membership Enrollments and Maintenance, Statement support etc. This new POA portal will not only replace the existing servicing applications but will also provide transformational capabilities to CCPs in telephone centers across the world and empowers them to provide extraordinary customer care to our customers across all the geographies. Provides CCPs with a single view of customer (Full contact history, customer preferences, Transactions, Future Usage, Balance

Snapshot, Payments, Activate Card,) and enabling enhanced customer care. Also provides the ability to see the Accounts and underlying cards for a customer in Heuristic Layout for better customer servicing

Roles and Responsibilities:

- Responsible for creating/updating Application Profile and running the Accelerator to build Process flows and Flow Actions.
- Responsible for providing the architectural diagrams, preflight reports, PLA & CoE Documentation.
- Designing the User Interface and Data Model.
- Designing Security layer implantation and Rule Sets Architecture.
- Localized the Application for almost 15 Markets (UK, Germany, France, Austria, Japan, etc.)
PRPC v7.1.7, v6.3SP1, CPM 6.3.1, 7.1.3 Card CPM 6.3.1 installations in different environments.
- Providing technical solutions on resolving the critical issues related to Agents, File Listeners to run Batch Jobs to optimize the performance of multiple Pega applications.
- Responsible for Branching and merging the rule sets as part of Agile Maintenance Team.
- All aspects of agile including backlog grooming sprint planning.
- Running show and tell for Product owner and business users.
- Analyze and discuss the user stories with BAs and ensure best practices in PRPC are included.
- Building SOAP/REST Services & connectors to integrate with System of Records.
- Building the Declarative rules, Decision rules and Activities, Report definitions, List and Summary views.
- Building UI which supports localization through field values.
- Developing reusable utilities like logging the SOAP, REST request/response XML & JASON on demand.
- Code reviews and code optimization.

❖ Project	: Global Exposure Solution	Dec 2012 – Jan 2016
Client	: AIG Insurance, USA.	
Organization	: Mindtree Limited, India.	
Technologies	: PRPC 6.2, IBM DB2, XML, JavaScript and HTML.	

Project Description: Managing location-based risk is increasingly important in the insurance business. This Global Exposure System project will enable Chartis to recover from a competitive disadvantage vis-a-vis other competitors and take a leading position with a concomitant beneficial effect on loss ratio and overall profitability. GES is a globally deployed location-based exposure management system based on Catastrophe Modeling & Risk Analytics. It will assist client in global individual risk mapping, pre-binding underwriting analysis, claims planning and preparedness, post-catastrophe analysis, identifying exposure accumulations around terrorist targets, and a host of other functions by having a centralized repository of risks underwritten across the world, the risk management team can take informed decisions on the exposure by AIG

Roles and Responsibilities:

- Requirement Analysis, Low Level Design, Application Build & Code Review.
- Played the role of an Offshore Project Lead, handling and managing a team of Developers & Senior Developers in Pega.
- Communicating with the onsite coordinator for understanding the business requirements, process model, application architecture and functional deliverables.
- Lead the communication with onsite counterparts in daily scrum and defect review meetings
- Involved in Release Management including Application Code and Sprint Releases for an Insurance giant.

- Proficient in Team Management including team building and leadership.
- Mentoring a small team of Pega developers specific to a project module.

❖ Project	: Global Disputes Management	Aug 2010 – Nov 2012
Client	: American Express, USA.	
Organization	: IBM India Pvt Ltd, India.	
Technologies	: PRPC 6.1, SD Framework, DB2, XML, JavaScript, HTML, Java and Windows NT	

Project Description: This GDM system will provide rules-based end-to- end dispute servicing by standardizing and consolidating process across World Service by region, market, and communication channel into One Global state-of- the art dispute platform. GDM makes credit card dispute processing more controlled, automated and predictable. Automated straight through processing resolves many routine dispute transactions with minimal human intervention. GDM eliminates many manual tasks, allowing the user to focus on complex cases and areas where he can add the most value.

Roles and Responsibilities:

- Analyzed Business requirements and derived Use Cases
- Involved in mapping requirements to PRPC workflows
- Implemented Business Logic using activities, declarative rules, decision trees, decision table
- Involved in designing User Interface
- Designed Reports for the End User
- Implemented Agents
- Involved in Deployment of code

❖ Project	: CPS	Sep 2006 – Aug 2010
Client	: Toyota Motor Sales, U.S.A	
Technologies	: Blaze Advisor v 6.5, Java, Oracle	
Organization	: Cognizant Technologies Solutions Ltd, India.	

Project Description: Claim Processing System (CPS) is the application that drives the processing of warranty claims. The users of this system are Toyota Motor Sales (TMS), affiliated dealerships, suppliers, and manufacturers. It possesses an online part which is used by dealerships to submit warranty claims. These claims are processed by applying the warranty business rules and policies in a real-time scenario. The qualified claims are then analyzed for proper recovery or expense decisions (to manufacturer or supplier) while the rest are sent to the internal processing group for review. This system completes the entire life cycle of a warranty claim in a few seconds.

Roles and Responsibilities:

- Completed POC on RMA (Rules Maintenance Application) using Blaze Advisor 6.7
- Implemented enhancements and maintenance ticket Change Requests (CR's) for the Project.
- Handling and communicating with business and making the team understand the problems from a business perspective.
- Learned to manage various tasks in a short time.
- Coordinated with Fair Isaac support team in resolving various requests for CPS Application Issues
- End to end Implementation of requirements
- Preparation and execution of unit test cases
- Impact analysis, estimation and implementation of change requests and Proof of Concepts