

## CURRICULUM VITAE

### SAYANTAN SARKAR



#### ➤ Contact Information:-

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**Mobile No.:** +91-9874131228 (Incoming + WhatsApp)

**Current Location:** Stockholm, Sweden

**Preferred Location:** India

**Qualification:** Bachelor of Technology in ECE

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#### ➤ Profile Summary :-

Total **10.9+ years IT & relevant PEGA** experience, currently working in **Capgemini Sverige AB** as **Technical Manager**, at **onsite location (Sweden)**

Having domain experiences in Insurance, BFS, Life Science, HR, Telecom, FMCG, Public Sector

- **PEGA Certified System Architect (CSA) in PRPC 7.1**
- **PEGA Certified Senior System Architect (CSSA) in PRPC 7.1**
- **PEGA Certified Decision Consultant (CPDC) in PRPC 7.2**
- Worked on projects based on **DSM & CDH** Framework around **3+ years** where components like Data Set, Taxonomy creation, Propositions, Data Flow, Strategy, Proposition Filters are used
- Worked on projects where **PEGA Call & PEGA Chat** features of CPM framework are used
- Worked in **PEGA Upgrade project**, from **V6.x to 7.x** having experience in production support
- Having experience working in **PEGA Versions 6.x, 7.x, 8.x**
- Working with client team members on design, implementation and managing of the application
- Experience in providing technical expertise in all aspects of the application including requirements analysis, scope, technical design, development, unit testing and deployment process
- Experience in defining class structure & hierarchy based on PEGA best practices and guardrails, AUT creation and worked on different PEGA areas like Activity, DT, Section, Decision rules, Data Page, Job Scheduler, Queue Processor, Report Definition, UI, File Listener, Connect-HTTP, Connect-REST, Service-REST, RDB rules, KAFKA Integration
- Participated in PEGA Hackathon competition and worked on different Solutions and RFPs
- Participated in providing PEGA training sessions for new joiners in organization level

#### ➤ Work Experience :-

Organization	Designation
Capgemini Sverige AB (Sweden)	Senior Application Consultant

LTIMindtree (India)	Associate Principal
Deloitte Consulting (India)	Manager
Capgemini (India)	Senior Consultant
Cognizant (India & Germany)	Senior Associate

➤ **Project Profile:-**

**1. Swedish Public Sector Insurance (Technical Consultant) - (PEGA Version 8.x)**

<b>Project Description:</b>	This is an application where public users will login to claim the unemployment compensation/pension from registered funds. Approval and Rejection of claims are based on business logic.
<b>Role Description:</b>	<ul style="list-style-type: none"> <li>➤ Working as a Technical Consultant and managing team from development and delivery perspective of modules</li> <li>➤ Directly working with client folks in technical areas including design and estimation and individual contributions</li> </ul>

**2. Global BFS Giant (Technical Manager) - (PEGA Version 8.x)**

<b>Project Description:</b>	This is an application where the admin can able to restrict/un restrict/block/unblock the customer details based on API request.
<b>Role Description:</b>	<ul style="list-style-type: none"> <li>➤ Working as a LSA and managing team in from development and delivery perspective of modules</li> <li>➤ Actively part of Scrum calls and part of requirement gathering, design and estimation tasks.</li> </ul>

**3. US based Telecom Giant (Technical Lead) - (PEGA Version 8.5.3, CDH)**

<b>Project Description:</b>	This is telecom project, which involves offering different recommendations (data, video and voice) to the customers based on their locations and eligibility. PEGA acts a Service to provide best recommendations to the users. Currently it is getting migrated to CDH Framework
<b>Role Description:</b>	<ul style="list-style-type: none"> <li>➤ Directly interacting with client and working with client folks in both business and technical areas</li> <li>➤ Working as a Technical Lead and actively part of requirement analysis/grooming sessions, technical design and development of different user stories till production</li> <li>➤ Leading a team for different modules and guiding them for timely deliverables</li> <li>➤ Worked on POC which is required by client for new/upcoming features/enhancements of the application</li> <li>➤ Mentoring fresher resources</li> </ul>

#### 4. Global FMCG Giant (Technical Manager)- (PEGA Version 8.x)

<b>Project Description:</b>	This is customer onboarding application, which involves creation of new customer and extension and modification of existing customer details.
<b>Role Description:</b>	<ul style="list-style-type: none"><li>➤ Managing the project, working as a Techno Functional role.</li><li>➤ Directly interacting with client and working with client folks in both business and technical areas</li><li>➤ Actively part of Scrum Calls and part of requirement gathering and estimation tasks</li></ul>

#### 5. Germany Telecom Giant (Senior Developer) –(PEGA Version 7.2.2,CPM)

<b>Project Description:</b>	This project mainly focuses on implementation of Contact Center and Case Management System with HR processes. Our application is designed in a way that the agents will provide solutions to the users based on their requirement and queries. Agents will get Mail/Call/Chat request from which automatically interaction cases and sub-cases created for HR- process that will benefit internal Employees. PEGA handles automatic case creation, email- case routing and reports required for application tracking.
<b>Role Description:</b>	<ul style="list-style-type: none"><li>➤ Worked on CPM Framework and PEGA Call and PEGA Chat functionality</li><li>➤ Responsible for requirement gathering, analysis, design and implementation of PEGA Call module end to end</li><li>➤ Worked on Avaya Integration for generating daily reports for the applications</li><li>➤ Code and design document reviews</li><li>➤ Monitored all aspects of changes being developed to ensure they met PEGA standards</li><li>➤ Providing warranty support on the modules which are live in production</li></ul>

#### 6. US based Telecom Giant (Senior Developer) - (PEGA Version 7.3, DSM)

<b>Project Description:</b>	This is telecom project, which involves offering different offers (data or video) to the customers based on their requirements and eligibility. Application is built on PEGA DSM framework and PEGA acts a Service to provide best offers to the users.
<b>Role Description:</b>	<ul style="list-style-type: none"><li>➤ Worked on configuration of propositions based on Business Groups and Issues and creation of Data Flow, Strategy and recommending the best offers back to the user using Service Rest</li><li>➤ Used DSM components like Data Import, Data Join, Proposition filters, Prioritization, Grouping to design strategy based on requirements and given propositions as part of this application</li><li>➤ Working as Sr. Developer and involved in development of a new module of the application from scratch till production</li></ul>

#### 7. European HR Company (Senior Developer) –(PEGA Version 6.2 & 7.2.2)

<b>Project Description:</b>	The application was upgraded from PRPC v6.2 to PRPC v7.2.2. Worked as SSA and was responsible to upgrade the application named IFO (International Front office) which provide the common application where a candidate can register himself and the account can provide their job request.
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<b>Role Description:</b>	<ul style="list-style-type: none"> <li>➤ Have been involved from initial stage of upgrade process till successful Go Live.</li> <li>➤ Worked on upgrade accelerator to upgrade different modules of the application.</li> <li>➤ Have been involved in keeping application UI similar to PEGA 6 in PEGA 7 by changing skin level rules.</li> </ul>
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#### 8. APAC Insurance Giant(Developer) - (PEGA Version 7.1)

<b>Project Description:</b>	This is general insurance project. It involves issuing policy for Motor, Travel, Personal Accident, Commercial Vehicle as well as Home. It also includes initiating renewal and endorsing a policy. Company is launching in different entity also. Currently Release-2 process is going on. Successfully launched Motor, Travel, and Personal Accident application.
<b>Role Description:</b>	<ul style="list-style-type: none"> <li>➤ Have been involved in development of critical modules of the project.</li> <li>➤ Implemented a new module AutoPriceTesting for exact Price Testing during New Business, Endorsement, Renewal using File listener, Agent.</li> <li>➤ Worked directly with the client of different entities on Payment Gateway module to stop duplicate payment using Connect-HTTP.</li> <li>➤ Root cause analysis of defects and providing solutions</li> <li>➤ Worked on enhanced requirements</li> </ul>

#### ➤ Technical Skills:-

<b>Operating Systems</b>	Windows XP/2007/10
<b>Technologies/Programming Languages</b>	PEGA PRPC v6.2,v7.1.9,v7.2.2,v7.3,v7.4,v8.5, C,XML
<b>Databases &amp; Tools</b>	Oracle 10g, SQL Server 2008, Avaya CMS,JIRA, Soap UI, Postman, ReqTest, MS Office ,Notepad++

#### ➤ Educational Qualification:-

Level / Degree	Board/ Council	Year	Institution	Percentage/ Grade Points
B.Tech (Electronics and Communication Engineering)	W.B.U.T	2013	Bengal Institute of Technology & Management	7.89
Higher Secondary (12 <sup>th</sup> )	W.B.C.H.S.E	2009	PathaBhavan High School, Kolkata	77.80%
Madhyamik (10 <sup>th</sup> )	W.B.B.S.E	2007	PathaBhavan High School, Kolkata	79.12%

➤ **Personal Details:-**

Date of birth	24.12.1991
Gender	Male
Caste/ Nationality	General/ Indian
Languages known	English, Hindi, Bengali

➤ **Declaration:-**

I hereby declare that all the above information and statements are true to the best of my knowledge.

Date:-June, 2024

Place:-Kolkata

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(Sayantan Sarkar)