

## SHRUTIREKHA PANDA

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### *An Overview*

**Offering** over 8 years of **experience in Pega development**. Presently associated with **Infosys Limited, Bangalore as Lead Consultant**. I am seeking a quality environment where my knowledge and experience can be improved and enriched. Looking for a challenging opportunity to prove my quality, ability and skills. I aspire to contribute towards the organization's symbolic growth and to develop my technical and interpersonal skills in a challenging, fast-paced, learning-oriented & interactive environment.

### *Employment Scan*

- Working in **Infosys India**, Bangalore, India(Sept 2022 to till date)
- Worked for **Accenture India**, Bangalore, India(Jun 2020 to Sept 2022)
- Worked for **TATA Consultancy Services**, Bangalore, India (May 2013 to Jun 2020).
- Worked for **Galaxe Solutions Pvt India Ltd**, Bangalore, India (Aug 2011 to March 2013).

### *Key Deliverables*

#### Technical Skills

Software	Pega PRPC , FSIF Framework
Tools	JIRA, Service Now, MS Azure
Methods	Agile (Scrum Methodology), Waterfall
Domain Experience	Finance, Banking

### *Academia*

**B.E. (Information Technology)** from Biju Pattanaik University of Technology, Orissa in the year of 2005.

### *Certification*

- Certified System Architect from **Pega Systems**
- Certified System Senior Architect from **Pega Systems**
- Certified Pega Business Analyst from **Pega Systems**
- Certified Pega Decisioning consultant from **Pega Systems**

### *Personal Dossier*

Address : #206, Block -F, Adithya Frondoso, Sorahunase, Varthur, Bangalore – 87

**Annexure Attached**

## **ANNEXURE**

### ***Projects Executed at Infosys, Bangalore***

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**Project Title:** **ESV**

**Project Description:**

Energy Safe Victoria (ESV) is responsible for licensing and registering all electricians and electrical tradespersons, which is a requirement to undertake electrical work in Victoria. For renewing the certificate or modify or creating a new certificate of the equipment using pega , Multiple users like third party certifier, regulator, assessor, reviewers are responsible to create certificate or renew it or modify.

**Client** : **ESV**

**Software Environment** : Pega 8.8

**Team Size** : 13

**Project Duration** : 01/10/2022 to till date

**Methodology** : Agile (Scrum)

**Role & Responsibilities:**

- Mentored juniors, improving their skills and knowledge through hands-on coaching and guidance.
- Aligned closely with business owners and employees to gather information and gain operational insight.
- Led the development of customized solutions for clients based on their unique business needs and requirements.
- Coded various PRPC activities, data transforms, flows, flow actions, assignments, declarative rules.

## **ANNEXURE**

### ***Projects Executed at Accenture India, Bangalore.***

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**Project Title:** **CPDH (Core Product Decision Hub)**

**Project Description:**

Core Product Decision Hub is used by CBA to drive customer specific offers to the market. It provides a configurable way for CBA to stores and configure business logic for products, features and pricing. It helps the bank to be flexible in releasing new/updating existing products to the market and reduces the time to market for new products and product modifications. CPDH contains eligibility rules also known as eligibility factors for the sales product or master contracts.

**Client** : **CBA**

**Software Environment** : Pega 7.1.9

**Team Size** : 5

**Project Duration:**17/06/2020 to 25/09/2022

**Methodology** : Agile (Scrum)

**Role & Responsibilities:**

- Taken KT from other vendors both onshore and offshore for all 24 services hosted in Pega.
- Working for enhancing REST services
- Handling all the Pega incidents raised by clients.
- Giving 24/7 support
- Working as a Technical Lead, mentoring and guiding team members

## **ANNEXURE**

### ***Projects Executed at TATA Consultancy Services, Bangalore, India.***

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**Project Title:** DOCO (Document Online Client Outreach)

**Project Description:**

Direct Online Client Outreach should fit in the Global Pega KYC Orchestration, where it's being prepopulated by KYCO. CDD Analyst reviews KYC document and GenPact is completed and PIT and Contact Person should be verified. Notification has to send to RM. After that Regional Manager has to enter the Client's details and upload documents, sending CDD Analyst to review it. CDD Analyst selects the questions to answer, documents (ODD, Country Specific documents) to upload. Notification get send to RM to upload missing documents and answer the questions and fill the UBO details. After that RM confirms all and closes the case.

**Client** : ING

**Software Environnent** : Pega 8.2

**Team Size** : 9

**Project Duration:** 09/04/2019 to 6/10/2020

**Methodology** : Agile (Scrum)

**Role & Responsibilities:**

- Involved in designing the data model and class structure of the application.
- Worked on Case Management in creating Stages, Flow, Flow Action and Locking.
- Worked on and developed UI elements: Layouts, Harness, Sections, Portal and Navigation Rule.
- Worked on Dynamic Layout and creating Report Definition, Activities and Data Pages.
- Have experience in Agile methodology process of application development.
- Involved in preparing high level and low-level design documents.

**Project Title:**      **CEG (Collateral Evaluation Group)**

**Project Description: CEG (Collateral Evaluation Group)** is an end to end application that is being developed in Pega and implemented in Agile. The examination is conducted by the Collateral Evaluation Group (CEG) with the principal goal of improving the overall credit quality of Comerica's asset based commercial lending portfolio. An field exam is conducted by the Relationship Manager and conduct an evaluation of the of the inventories that are being kept as collateral, further there is a long chain of approvals after which the loan group comes up with the loan request and subsequent evaluation details via a forecast file.

**Client** : **Comerica**

**Software Environnent** : Pega 7.3

**Team Size** : 7

**Project Duration** : 01/06/2018 to 8/04/2019

**Methodology** : Agile (Scrum)

**Role & Responsibilities:**

- Involved in designing the data model and class structure of the application.
- Worked on Case Management in creating Stages, Flow, Flow Action and Locking in Pega v7.3
- Worked on and developed UI elements: Layouts, Harness, Sections, Portal and Navigation Rule.
- Worked on Dynamic Layout and creating Report Definition, Activities and Data Pages.
- Have experience in Agile methodology process of application development.
- Involved in preparing high level and low-level design documents.
- Have worked on connect-SQL rule, RDB methods and OBJ methods.
- Involved in debugging of the application with the help of clipboard and tracer

**Project Title:** Qterics

**Project Description:**

Nielsen is a publicly traded international publishing and information company whose operations include marketing information services, consumer and business magazines, newspapers, directory information services, educational textbooks, trade shows, and entertainment. Qterics PEGA Application manages faults and flags of the DMX meter which will be obtained from Media Services. Tech Support can use this application to manage open Cases created for each fault/flag created per Household of Unique type. Future versions of this application will manage the faults/flags of other meters. Media Works will be continuously monitoring the faults, flags information on the DMX meters. If an issue is detected, Media Works will send a Payload to Pega using the REST service with JSON structure hosted by Pega and vice versa. Pega will create open case for each unique condition type fault/flag per household received from media services with defect status open. If the same fault/flag is received again from media services with defect status clear, pega will close the case irrespective of open or verified status and these details will be sent to MSM through Rest Services. If the same fault/flag is received again from media services with defect status open, pega will increase the severity of the case and should be resolved first. The details of the open case will get saved in the pega database.

**Client** : Nielsen

**Software Environnent** : Pega 7.3

**Team Size** : 7

**Project Duration** : 23/01/2017 to 31/05/2018

**Role & Responsibilities:**

- Worked on business process understanding, requirement gathering, discussion with team and BA's
- Worked in REST services and connectors
- Prepared the User Interfaces (section, harness, and flow action), Validation of rules.
- Worked on activities, circumstance rules, decision rules and declarative rules.
- Testing and debugging using tracer and rules inspector, SMA, Agent tracing and clipboard.
- Developed Activities with Error handling and Message logging and Tickets
- Worked on Agents, Flows, Sub flows, Assignments, Local actions, SLAs and Utilities in the flow.
- Developed UI controls like Dynamic select, Work area, Tab menu and other advanced controls.

**Project Description:**

**Ameriprise** is a Financial Services Company. This project involves migrating the functionalities implemented in SSD (Sales and Service Delivery) to eWorkflow (A Pega PRPC based application). This application uses the key Pega concepts such as CPM framework, Case Management and rules- based business process management for both front-end and backend operations. RSM provides servicing/investigation for consumer liability accounts, consumer assets and commercial liabilities for Ameriprise. Interfaces for this application include SSD, NBST, eForms, IU, TU etc.

**Client** : Ameriprise Financial Inc.

**Software Environnent** : Pega 6.3, SQL 2005, FSIF and CPM framework

**Team Size** : 20

**Project Duration** : 24/05/2013 to 31/12/2015

**Role & Responsibilities:**

- Co-ordinated with onshore team to understand the requirement.
- Prepared user interface.
- Wrote services to interact with the database and exposed the services.
- Unit Testing.

***Projects Executed at GalaxeSolutions India Pvt Ltd, Bangalore, India.***

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**Project Title:** Universal Order Processing

**Project Description:**

An order is a request by the customer of Medco for drugs mentioned in the prescriptions to be dispatched to him/her. The request is sent in the form of documents that contain the details of the prescriptions. There is a hard copy and also an electronic copy maintained in the system. This data is queued up for processes like the header entry, order completion and protocol resolution. The work order has all the details related to the customer like the member and dependents list, payment details, prescription details for the drugs required etc. Order completion is a process wherein the RPh provides the prescription details like drug selection details, drug strength, directions and quantity etc. Once the work order is completed the order is sent to the work flow queue for further processing by the pre-dispensing agents. If the order has some unresolved protocols the work order is routed to the protocol resolution application. The user can manage the Patient Medical Profile, view the Order Summary details, drug Selection details, Order Review and Re-cap details and resolve the drug information

**Client** : MEDCO

**Software Environnent** : PRPC 6.1, MS Visio 2003

**Operating System** : Windows XP

**Team Size** : 7

**Project Duration** : Aug-11 to Mar-2013

**Role & Responsibilities:**

- Co-ordinated with onshore team to understand the requirement.
- Built Flows, UI, Activities, List View and customized special buttons as per requirement.
- Unit Testing