



Professional Summary

Has over 13 years of expertise in the IT sector and is skilled in creating and implementing PegaRULES Process Commander (PRPC) solutions.

Achievements

- Received **"SUPER SQUAD AWARD"** from Senior VP and India Head of VIRTUSA.
- Received **"HLS TITANS AWARD"** from Senior EXECUTIVE VP and SBU Head of VIRTUSA.
- Received **"DREAM TEAM AWARD"** from Senior VP and India Head of VIRTUSA.
- Received **"STELLAR AWARD"** from Senior VP and India Head of VIRTUSA.
- Received **THANKS MAIL** from BUSINESS/END USER on one of my implementations.
- Received **"DEEP SKILL ADDER AWARD"** from IBM Manager.
- Received **"IBMer APPRECIATION PROGRAM"** from IBM Manager for my best performance.
- Received **"MANAGER'S CHOICE AWARD"** from IBM Manager for sharing my expertise with the team by conducting training to them on PEGA 7.
- Received **RAVE** for Best Performer.
- Received **"BEST TEAM PLAYER"** award from CITI CARD CLIENT.
- Received **"ENTHUSIASTIC TEAM PLAYER"** award from Project Manager.
- Won TCS GEMS for the **"BEST TEAM AWARD"**.
- Received Client award called **"ACE TEAM AWARD"** for my noteworthy accomplishments and project delivery.
- Won **"CELEBRATING PERFORMANCE AWARD"** for my dedicated involvement in all the phases of the project

Certifications

- Certificate of achievement on Mentoring Advanced Program by VIRTUSA THRIVE ACADEMY
- PRPC V6 Lead System Architect (Part-1)
- PRPC V6 Certified CPM Architect
- PRPC V6 Certified Senior System Architect
- PRPC V6 Certified Methodology Black Belt
- PRPC V5 Certified System Architect
- SCJP
- Oracle – Oracle Certified Associate
- US Banking Competency
- Investment Banking Competency
- Banking Competency- Fundamental
- IBM-DB2

Education

- **MBA (Human Resource Management)**, Madurai Kamarajar University, Madurai (2013)
- **B Sc, Information Technology & Management**, Lady Doak College, Madurai (2006)



Jayanthi Sivakumar

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Employer Summary

- LEAD CONSULTANT, **VIRTUSA CONSULTING SERVICES PVT LTD** from March 2022 to till date.
- PRINCIPAL CONSULTANT, **GENPACT HEADSTRONG CAPITAL MARKETS** from March 2018 to October 2018
- TEAM/TECHNICAL LEAD, **IBM** from August 2014 to December 2017
- CONSULTANT, **VIRTUSA CONSULTING SERVICES PVT LTD** from February 2014 to August 2014
- SOFTWARE ENGINEERING SENIOR ANALYST, **ACCENTURE INFORMATION TECHNOLOGY & SERVICES** from October 2010 to December 2013
- SENIOR SOFTWARE ENGINEER, **WIPRO TECHNOLOGIES** from March 2010 to September 2010
- SYSTEMS ENGINEER, **TATA CONSULTANCY SERVICES** from January 2007 to March 2010

Technical Skills

- Sales Automation for HealthCare v8.5
- Card CPM framework v6.2
- Smart Dispute v5
- PRPC v5.x, v6.x, v7.x, v8.x, vInfinity '23

Professional Experience

Excellus, USA

Technical Lead

Project Name: Pega Sales Automation Small Group & Individual Market

Project Description:

Excellus being the HealthCare Insurance provider have planned to migrate their application from Siebel to Sales Automation. The intent of purchasing Sales Automation was to move all Insurance Lines and Business Processes to a single CRM system that would provide visibility across all books of Business. Being able to manage accounts in a single system allows for cross selling opportunities and a centralized location for sales quoting. Additionally, the intent was to provide a single maintenance interface to allow maintenance transactions from SAHC to Facets without having to support a back sync between systems, making SAHC the system of record for companies and accounts.

Toronto Dominion Bank, Canada

Team Lead

Project Name: Agent Desktop for MBNA

Project Description:

MBNA, a division of The Toronto-Dominion Bank, has become the largest MasterCard issuer in Canada. The business had a requirement of developing an agent desktop for their CSR's/Agents. Developed the application using Card CPM framework, which has Intent tasks, Interaction drivers, Dialog management, CTI - Computer Telephony Integration - Using PegaCALL for PegaRULES, CPM includes CTI Interaction The communication between a customer/contact and the call/contact center. Live Interaction - CPM creates an interaction case to record all activities and service cases that result from live interactions. Example: Phone call, branch walk-in visit. Non-Live Interaction CPM creates an interaction case to record all activities and service cases that result from non-live interactions. Example: E-mail, fax, letter.



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American Express, USA

Team Lead

Project Name: Monetary Adjustment Queuing

Project Description:

MAQ: PEGA PRPC workflow application services to handle requests for monetary adjustments and over limit approvals. This application will determine when over limit approvals are required, manage assignments of over limit queues, and communicate to Triumph via web services the results of the adjustment process.

If the adjustment requested is beyond the allowable limits of the requesting CCP, the adjustment request will be queued to a suitable approver queue.

The approver will access the queue, review the pending items and then action them (approve/decline). No user interface developed in PRPC. SSP/CSP/DSP will manage /initiate all adjustments requests and over limit approvals. Triumph will continue to be SOR for user information. Triumph will feed updates to the PRPC-based MAQ system.

FFIC, CANADA

Individual Contributor

Project Name: eWorkFlow Management

Project Description:

FFIC's eWorkFlow is a business process management tool that supports customer requests across business lines inclusive of underwriting, service, billing and support central. eWorkFlow has three primary functions:

Front-end prioritization: eWorkFlow acts as a funnel at the front end of the process to move high priority work to the front of the queue.

Routing: Once work is in the queue, eWorkflow enables efficient routing of work while allowing users the flexibility of manual assignment.

Transparency: Work can be tracked in real-time along its lifecycle. This enables staff and managers to access status at any time; and provides metrics and data to support continuous process improvement.

Pegasystems, USA

Senior Developer

Project Name: GROUP INSURANCE FRAMEWORK

Project Description:

Pegasystem's requirement was to create a new framework for Group Insurance which is specific to employers. A Group Underwriting case is created when a Request for Proposal (RFP) for group insurance coverage. Types of coverage may include, Group Life, Disability and Long-Term Care. A system operator enters details for the Opportunity, including Customer Identifier and profile information, as well as Standard Industry Code (SIC). Producer information, which defines the agent/broker soliciting the opportunity for the customer.

CITIGroup, USA

Developer

Project Name: Dispute Application - Dispute Processing System

Project Description:

The Dispute Application aims at automating the process of deciding on the various disputes arising in card transactions. A dispute decision would involve marking disputes as valid or invalid and the action to be taken on valid disputes. All these decision rules are built inside the decision engine. Smart Dispute Framework has been used to automate the process.