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Summary of Pega Professional Experience

- Software developer having more than 8 years' experience in developing and maintaining software in Pega PRPC Commander 6.x, 7.x, 8.x.
- 8 years of hands-on experience in developing the project in Pega PRPC 6.x, 7.x, 8.x.
- Pega CSA, CSSA, CPDC and Pega DevOps
- Experience of handling design sessions, elaboration and development phase of the project.
- Hands-On experience on Activities, Flows, Decision rules, Integration rules, Listeners, Queue processors, Job schedulers etc.
- Experience of handling team to successfully meet the stringent deadlines of customer.

EDUCATION BACKGROUND:

- Master of Science from Heriot-Watt University, United Kingdom (2015-2017)
- Bachelor of Technology in Electronics and Communication Engineering from National Institute of Technology, Warangal (2009-2013)

ACADEMIC / PROFESSIONAL CERTIFICATIONS

- **Certified Pega Decisioning Consultant on V 8.1 (CPDC)**
- **Pega Certified Senior System Architect on PRPC 7.2 (CSSA)**
- **Pega Certified System Architect on 6.2 (CSA)**

- Graduated from Heriot-Watt University, United Kingdom in 2017
- Graduated from National Institute of Technology, Warangal in 2013

PROFESSIONAL BACKGROUND

- Senior Manager (Pega) at Morgan Stanley Advantage Services Pvt. Ltd, Dec 2022- Present.
- Lead Pega Consultant at Areteans Technology Solutions Pvt. Ltd, Mar 2018 – Dec 2022.
- Senior Software Engineer- Virtusa Consultancy Services, Jul-2013 – Jul 2015.

TECHNICAL EXPERTISE:

BPM Product	PEGA PRPC 6.X,7.X, 8.1, Web Services (SOAP, REST), Pega DevOps,File listener, Email Listener
Languages	Pega, JAVA
Database	Oracle, Postgres,msSQL
Application Server	PEGA PRPC 6.X,7.X, 8.3.X

Pega PRPC Skill Set:

- Defined Class Structures (Work, Data), Case Type, Work Object.
- Implemented various Activities, Used OOTB Methods, Data Transforms
- Expertise in third party integration with Pega using SOAP, REST connectors and services
- Experience in using File listeners
- Experience in working with Queue processors and Job schedulers
- Designed PRPC flows (Rule-Obj-Flow), Assignments, Utilities, Decision
- Extensive debugging Skills in PRPC using with TRACER, Clipboard
- Expertise in developing User Interfaces, screen layouts using, Harness, Section.
- Expertise in Decision, Process, Technical, Sysadmin, Reporting
- Experience with SQL, PL/SQL
- Hands on Agents, SLA, User Interface rules, Declare rules, Reporting

DETAILED PROFESSIONAL WORK EXPERIENCE

PEGA EXPERIENCE

Employer Name : Morgan Stanley Advantage Services Pvt Ltd (Dec 2022- Present)
 Role : Senior Manager (Pega)
 Environment : PegaRULES (PRPC v 8.7.2)
 Duration : 1 years 2 months

Responsibilities:

- Onboarding of new controls(reconciliation) used by the business user in Pega application
- Set up the file listener to consume different files into the application
- Enrich the data processed by the file listener by either connecting to an external system via API conditions set in Pega activity
- Posting adjustments by integrating to external systems for some of the controls
- Posting adjustments to external system in bulk using Job scheduler and Queue Processor
- Fix any bugs identified in production environment.
- Maintaining git repository for handling release versions of Pega product files
- Deploy to higher environments using git and Jenkins pipeline.
- Handling the activities related to biweekly deployment to Production environment
- Prepare the Production Release Notes
- Working on any defects raised and updating JIRA
- Attend sprint walkthrough in the beginning of the sprint and sprint retrospective at the end.
- Unit testing of the user stories and bugs.
- Drive the scrum call when required.
- Update the daily user stories and bug tracker on Agile Studio.

Employer Name : **Areteans Technology Solutions Pvt. Ltd (March 2018- Dec 2022)**
 Role : **Lead Pega Consultant**
 Environment : **PegaRULES (PRPC v 8.3), Pega DevOps-Deployment Manager**
 Duration : **4 years 3 months**

Client: QBE Insurance (GSSC)

Responsibilities:

- Building the generic routing component which can be plugged in into different applications
- Entity extraction from the email ingested
- Creating and routing cases based on entities extracted
- Ability to reply or forward to the incoming email from the case created
- Follow the Agile scrum methodology
- Prepare the solution document of each use case worked on
- Prepare the Release Notes
- Working on any defects raised and updating JIRA
- Attend sprint walkthrough in the beginning of the sprint and sprint retrospective at the end

- Worked on Service Level Agreements (SLAs)
- Worked on Pega Survey for building interview questions.
- Using Pega HTML to build correspondence emails and custom PDF.
- Building Pega unit test cases for data transforms and when rules.
- Unit testing the user stories developed and issues fixed.
- Take the role of lead developer occasionally.
- Update the daily user stories and bug tracker on Agile Studio.

Client: QBE Insurance (Asia region)

Responsibilities:

- Built CI/CD pipelines for faster migration of code from development to testing
- Integrating the application with Salesforce API using Connect REST
- Link, Create and Update Salesforce Opportunities through the Pega application
- Using File listener to extract information from external file and maintain data into Pega data types
- Generate report in excel and send it through email
- Working on production environment incidents and defect fixes

Employer	:	Virtusa Consultancy Services Pvt. Ltd (July 2013- July 2015)
Role	:	Senior Software Developer-Pega
Environment	:	PegaRULES Process Commander (PRPC v6.2)
Duration	:	2 years

Responsibilities:

- Validating that the application requirements meet overall business process needs and are within the project scope and are internally consistent.
- Developed new program code specific to Ireland mobile application
- Creating functional specifications for implementing core Business logic
- Developed SOAP services to provide service to external systems.
- Created Activities, Data Transform, Validate rules, Integrations
- Developed change requests and Redesign requests as per client requirements.
- Worked in a team of ten people for developing the Insurance application for users in Belgium, Netherlands and Luxembourg for posting their insurance claims online
- Improving the business process flow and user interface by defect fixing in the application
- Performed Log analysis and recommended actions/fixes and/or advised the root cause