

Chandra Sekhar N

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Professional Summary:

- Having 16 years of total experience in distributed application Development. This includes extensive work in Object Oriented Analysis, Design, Development and Implementation of Projects in the areas of Client Server Architecture and Web based projects.
- Have a strong knowledge on JMS, Rest, Pega Application, EPM, jira, agile, devops and implemented in multiple pega projects.
- Chandra is a PEGA CLSA part1 V7.4 and having 16 years of experience in analysis, design, development, and testing and implementation part of BPM - PEGA PRPC applications.
- Completed CLSA part1, CLSA readiness, CPDC, CSSA and CSA Certification.
- Extensive project management experience obtained working on multiple projects in large, complex environments with tight deadlines on schedule, on budget in agile methodology.
- Flexibility and agility to adapt to delivery of any IT project.
- Excellent in engaging with Business, Programme lead and Business Relationship Management to manage delivery expectations
- Perceptive and able to 'read between the lines',
Proactive and self-motivated and Strong problem-solving skills
- Expertise in design implementation, code reviews and performance tuning.
- Very good working experience on complete development of **DCO (Direct Capture Objectives) for PEGA systems.**
- Strong knowledge and hands on experience in developing applications using **DSM/NBAM , NBAA, CPM and SD** frameworks.
- Get involved in business meetings for prioritising the tickets/defects that need to be fixed for monthly releases.
- Worked with the Business Leads, and Business Analysts to define business requirements for designing, testing, and analysed those requirements.
- Successfully lead onshore /offshore teams and a team player with excellent collaboration, motivational and team building skills

Career Summary:

- Proficient in Pega Implementation cycle including PRPC tool installation, development, testing, and deployment.
- Very good in design implementation, code reviews and performance tuning.
- Expertise in PRPC flows, interpretation of complex Flow shapes for business scenarios, Activities, Activity step methods.
- Involved in Designing High Level Class structure, Workflows and Rulesets in Pega PRPC.
- Experience in implementation of various PRPC components like Decision Tables, Decision Maps, Declarative Expressions, and Indexes etc.
- Involved in design and development of Data Model, Class structure, Access Groups, Complex Process Flows, Activities, Activity Step Methods and User Interface (UI).
- Worked on projects that made extensive use of SOAP for enterprise-level integration requirements.
- Strong work ethics and commitment to work to achieve Client's objectives.
- A good team player with excellent communication and interpersonal skills.
- Have worked on Smart Dispute Framework.

Professional Experience:

- Worked as Lead System Architect for Encora Tech from 19-Sep-2022 to Till Date.
- Working as LSA for Aereteans Tech from 25-Apr-2022 to 08-Aug-2022.
- Worked as LSA for Andor Tech from 21 Nov-2021 to 22-Apr-2022.
- Worked as Lead System Architect for Arkhya Tech from 01-DEC-2020 to 31-Jul-2021.

- Worked as Tech Specialist for Tech Mahindra from 31st OCT 2016 to 13-Nov-2020.
- Worked as Application Development Associate architect for Virtusa from 10th JAN 2016 to 28th OCT 2016.
- Worked as Application Development Team lead for accenture services from 10th OCT 2014 to Jan 2016.
- worked as Senior Software Engineer for United Health Group from 26th SEP 2011 to 20th SEP 2014.
- Worked as Software Engineer for TATA Consultancy Services Limited from 16th Aug 2007 to 16th SEP 2011.

Technical Skills:

Work Flow Tools	- PRPC 5x, 6x and 7x and 8x
Programming Languages	- C, Java
Operating systems	- Win-2000/NT/XP
Databases	- MS-SQL Server-2000, Oracle
Software Packages	- MS Office, MS Visio
Markup Languages	- HTML, Java Script, JSP
Application Servers	- Tomcat, IBM Websphere

Education:

Bachelor of Technology from Jawaharlal Nehru Technological University in 2006.

Assignments

Project	Approval Platform, Rail integration and Counsellor Platform
Customer	CWT
Company	Encora Tech
Description	<p>Approval Platform is rule engine API for CWT based on multiple criteria evaluation flight ticket and accommodations are auto approved or manual approved or rejected.</p> <ul style="list-style-type: none"> • Implemented sending rejection emails to travellers. • Sending reminder emails to approver. • Business rules logic for VIP, General and Air Total fair traveller types. • Destination restriction based on client sub or client top to validate thorough rules service which is triggered from shared services. <p>Rail integration deals Rail integration with CXP implemented below features:</p> <ul style="list-style-type: none"> • Sending Rail booking confirmation mails to Travellers with french,spanish and english templates. • These templates cover for all UK and EU rail bookings with multiple vendors.

	<p>Counsellor Platform is customer service platform for CWT with multiple channels and multiple business streams</p> <ul style="list-style-type: none"> • Email Stream • Messaging Stream • Policy Integration • CAS ver 2.0 • UKHO • CXDI • Migration of UIPath Project to Pega RPA • Platform upgrade (Pega 8.4.5/CS 8.4.4) • Knowledge Management • Telephony Integration • Customer Survey
Period	Sep 2022 to Till Date.
Role	PEGA Lead System Architect.
Responsibilities	<p>Worked on following in Project:</p> <p>Email/Platform Team to efficiently respond to production issues, ensure stable platform stability & address BAU</p> <p>Used Rally to track application development life cycle, creation of user stories, bugs tracking.</p> <p>Implemented DevOps for continuous deployment.</p> <p>Pulse extensively used. Customized User search in Pulse.</p> <p>Ajax screens implemented.</p> <p>Application migrated from 8.7.0 to 8.7.4 version.</p> <p>Involved in performance tuning.</p> <p>Implemented role-based screen edit functionality.</p> <p>Perform code reviews and mentoring the team on technical and domain related queries by PEER REVIEW component.</p> <p>Responsible for design implementation and code reviews along with performance tuning.</p>
Solution Environment	PRPC(Pega Rules Process Commander) Version 8.7.4 CS

Project	Danske Digital Platform
Customer	Danske Bank UK
Company	Areteans Tech
Description	<p>Danske Digital Platform is a Home Loan lending Systems with capability within the Danske Bank, facilitating customers to check decisions in principle and based on outcome allowed to apply for full mortgage. Danske Vision is to Digitise entire Home loan lending and processing. Danke Digital platform is a game changer and has a road map of implementing entire processes in pega as a program.</p> <p>Danske Digital platform uses mashup with anonymous users to capture customer details and do a soft search to get a decision in principle and based on positive outcome, Customers can apply for full mortgage and Which involve document upload and meeting booking with advisor and back office processing to process Home loan.</p>

Period	Apr 2022 to Aug 2022.
Role	PEGA Lead System Architect.
Responsibilities	<p>Worked on following in Project:</p> <ul style="list-style-type: none"> Best Practices <ul style="list-style-type: none"> A High-Level Best Practices guide has been created and is available on the share. All Architects/Analysts must familiarise themselves with this document before commencing configuration work. Any questions should be handled in the initial workshops, but feedback and follow-up queries are always welcome. Design Patterns <ul style="list-style-type: none"> The Project utilises several latest features during development which include: <ul style="list-style-type: none"> Extensive Mashup usage SMS gateway Configuration sets Experian integration Meeting booking Ideal post code integration Decision in principle Full mortgage application
Solution Environment	PRPC(Pega Rules Process Commander) Version 8.7

Project	Collaboration Workspace Tool
Customer	Shell Netherlands
Company	Andor Tech
Description	<p>A Collaboration Workspace is a universal capability within the Shell organisation, facilitating user interactions across LoBs and divisions, allowing users to receive and react to notifications, track the progress of deliverable tasks, view relevant KPIs, follow Cases of interest and track recent Cases.</p> <p>The Project Case Type is central to the well delivery process within Shell across LoB and divisions, and is responsible for the initial creation of a Project and its transition from draft to active mode.</p> <p>The Case facilitates several key features such as:</p> <p>Task Templating – each Case has a set of sub-cases that model deliverable tasks, the profile of which is determined by the chosen template. Templates are particular to a LoB.</p> <p>Each deliverable task is associated to a particular phase in the project delivery.</p> <p>Digital Eco System – each LoB has a suite of external applications that are relevant to the completion of delivery tasks by a participant at a particular state in the delivery lifecycle. The Digital Eco system models these applications as a transit map and will launch the application pushing Project specific information to it on selection.</p> <p>Schedule – each Project deliverable tasks has a specific start and end date, and this is represented in an aggregated graphical form using a Gantt Chart.</p> <p>The Project utilises several Design patterns during development which include Content Management Design Model and Kafka Event Processing Design Model</p>

Period	Nov 2021 to Apr 2022.
Role	PEGA Lead System Architect.
Responsibilities	Worked on following in Project: <ul style="list-style-type: none"> Best Practices <ul style="list-style-type: none"> A High-Level Best Practices guide has been created and is available on the share. All Architects/Analysts must familiarise themselves with this document before commencing configuration work. Any questions should be handled in the initial workshops, but feedback and follow-up queries are always welcome. Design Patterns <ul style="list-style-type: none"> The Project utilises several Design patterns during development which include: <ul style="list-style-type: none"> Dynamic Class Referencing Object Factory Global Resource Settings Reference Data Design Pattern Case Context Design Pattern (For Content Management Design Model) Error Processing Design Pattern Advanced UI Error Processing Design Pattern
Solution Environment	PRPC(Pega Rules Process Commander) Version 8.6.2

Project	Counsellor Platform
Customer	CWT
Company	Arkhya Tech
Description	Counsellor Platform is customer service platform for CWT with multiple channels and multiple business streams <ul style="list-style-type: none"> Email Stream Messaging Stream Policy Integration CAS ver 2.0 UKHO CXDI Migration of UIPath Project to Pega RPA Platform upgrade (Pega 8.4.5/CS 8.4.4) Knowledge Management Telephony Integration Customer Survey
Period	Dec 2020 to Jul 2021.
Role	PEGA Lead System Architect.

Responsibilities	<p>Worked on following in Project:</p> <p>Email/Platform Team to efficiently respond to production issues, ensure stable platform stability & address BAU</p> <p>Used Rally to track application development life cycle, creation of user stories, bugs tracking.</p> <p>Implemented DevOps for continuous deployment.</p> <p>Pulse extensively used. Customized User search in Pulse.</p> <p>Ajax screens implemented.</p> <p>Application migrated from 7.4 to 8.4.2 version.</p> <p>Involved in performance tuning.</p> <p>Implemented role-based screen edit functionality.</p> <p>Perform code reviews and mentoring the team on technical and domain related queries by PEER REVIEW component.</p> <p>Responsible for design implementation and code reviews along with performance tuning.</p>
Solution Environment	PRPC(Pega Rules Process Commander) Version 8.4.2 CS

Project	Protein Antibody Request System
Customer	Roche group (Genentech) US Biotechnology
Company	Tech mahindra
Description	<p>Protein Antibody Request System is tracking Vaccine generation process with different stages involved initiate, DNA Preparation, Expression, Purification and Verification. Requests can be developed in inhouse or outsourced. Outsourced requests will be handled by vendors WuXi and Chem partner.</p> <p>Case management is used to handle different stages such as upcoming requests, New requests, Requests Pending Check In (DNA Check In, EXP Check In), Requests Pending EXP and PUR, Requests Pending Shipment.</p>
Period	Jan 2020 to Nov 2020.
Role	PEGA Architect.
Responsibilities	<p>Worked on following in Project:</p> <p>Used Jira to track application development life cycle, creation of user stories, bugs tracking.</p> <p>Implemented DevOps for continuous deployment.</p> <p>Pulse extensively used. Customized User search in Pulse.</p> <p>Ajax screens implemented.</p> <p>Application migrated from 7.4 to 8.3.3 version.</p> <p>Involved in performance tuning.</p> <p>Implemented role based screen edit functionality.</p> <p>Perform code reviews and mentoring the team on technical and domain related queries.</p> <p>Responsible for design implementation and code reviews along with performance tuning.</p>
Solution Environment	PRPC(Pega Rules Process Commander) Version 8.3.3

Project	Centralized SSI Compliance
Customer	Scotia bank international division.
Company	Tech mahindra
Description	Centralized SSI Compliance project involves MF transactions and necessary documents to be uploaded by the financial advisor and compliance team will review the documents and approval process will be handled by using SSI Compliance project. KYC Of customer will be captured and renewal of KYC also handled. Investment Platform is the most complex business and revenue generator for bank. SSI Compliance project is one of the critical application which adheres to compliance process for mutual funds transactions and KYC Updates.
Period	June 2018 to Dec 2019.
Role	PEGA Architect.
Responsibilities	<p>Worked on following in Project:</p> <p>Provided unique and generic solution in shared environment for same user login to another application from intralink by using SSO and Login to another application from salesforce by using LDAP.</p> <p>Involved with Autosys jobs for running bix reporting.</p> <p>Involved with IDM and content manager to permanently storing the attachments outside pega DB to avoid many storage issues.</p> <p>Infrastructure health checks using dyntrace and splunk tools.</p> <p>Monitoring splunk alerts and exceptions to proactively resolve the issues in applications and improve application health and server health.</p> <p>Onboarded application to Workhub which uses federated case management framework. Resolved issue accessing multiple cases at single point of time both applications are on same server and access group for first application is used to access 2nd case, Which was causing flow not found error.</p> <p>Provided generic solution to make sure this issue does not happen to any other applications onboarded to workhub.</p>
Solution Environment	PRPC(Pega Rules Process Commander) Version 7.4

Project	Commercial Loan Administrative System
Customer	Scotia bank international division.
Company	Tech mahindra

Description	<p>Commercial loan administrative system is tracking of commercial loans and basef on customer data comes from daily load track the next action and defects for the loan. It involve capturing of customer info such as profile, facility, financial reporting and security document.</p> <p>Waiver and deferrals and fees collected are captured. Queue will be update based on customer data updates with next action and defects. Application is used by 26 countries. With multi country roll outs and milti language.</p>
Period	Nov 2016 to May 2018.
Role	PEGA Architect.
Responsibilities	<p>Worked on following in Project:</p> <p>Implemented pega integrations with JMS mdb listeners.</p> <p>Used Jira to track application development life cycle, creation of user stories, bugs tracking.</p> <p>Implemented DevOps for continuous deployment.</p> <p>Interacting with end user. Involve in reuiremeny discussions.</p> <p>Demos on deliverables.</p> <p>Responsible for designing class structure and data modal.</p> <p>Involved in designing multi country roll outs with multi language. User can switch countries and language after login.</p> <p>Designed Hub country and service country concept and user admin module with creation and updation of operator profile and updation of application profile.</p> <p>Implemented role based screen edit functionality.</p> <p>Perform code reviews and mentoring the team on technical and domain related queries.</p> <p>Responsible for design implementation and code reviews along with performance tunning.</p>
Solution Environment	PRPC(Pega Rules Process Commander) Version 7.2.1

Project	HomeServe - Release 4
Customer	HomeServe
Company	Virtusa
Description	<p>HomeServe - Release 4 provides home emergency insurance cover and domestic repairs to Britain's homes. By providing the contracts. Once contracts are inforce Customer comes back and change the cover by upgrade or downgrading the policy. Depending on the customer choice we need to adjust the premium for the rest of the period. Which will in turn changes the underwriter charges.</p>
Period	Jan 2016 to Oct 2016.
Role	PEGA Associate Architect.

Responsibilities	<p>Worked on following in Project: Implemented pega integrations to consume rest services and implemented EPM on cloud.</p> <ul style="list-style-type: none"> • Responsible for the migration of data model for RPC Earlier structure to R4 structure with few more constraints. • Created activities which will fetch the existing contracts with RPC structure and update data to reflect R4 structure for RPC contracts. • Created validate rules, flows and tickets. • Created Operators and Workbaskets. • Perform code reviews and mentoring the team on technical and domain related queries. • Once Server is downtime will execute the activity to update the RPC Contracts with R4 data model. <p>Responsible for design implementation and code reviews along with performance tuning.</p>
Solution Environment	<p>PRPC(Pega Rules Process Commander) Version 7.1.5 PPM, CPM framework</p>

Project	Sprint - NBAA
Customer	Sprint
Company	Accenture
Description	<p>Sprint - NBAA provides customers next best action by doing negotiation and retaining the existing customers by providing best offers. Customer calls the Customer Care or hits the service through App or IVR the agent or the service provides the eligible offers to the customers and do the offer fulfillment depending on the customers response.</p>
Period	April 2015 to Jan 2016.
Role	PEGA Technical Lead.
Responsibilities	<p>Worked on following in Project:</p> <ul style="list-style-type: none"> • In NBAA(InBouding) created the Interaction rule , strategies according to Business rules to get next best offers in NBAA. • Created the eligibility rules for nearly 200 offers and prioritize them based on the given formulae calculation . • Redesigning the UI for the NBAA Portal. • Created and modified the User Interface Rules (Harness, Section Rules) as required by the application. • Created Decision Rules, Map Value, Decision Table, Decision Tree and Declarative Expressions as per the requirements. • Experience in integrating Pega with SOAP web services using Connectors/Services. • Responsible for the migration of Rule-Sets to higher environments. • Created Agents that run activities and listeners. • Worked with Services for accessing Web Services using WSDL. • Creation of search reports using List view and Summary view rules of PRPC. • Created Operators and Workbaskets.

	<ul style="list-style-type: none"> Perform code reviews and mentoring the team on technical and domain related queries.
Solution Environment	PRPC(Pega Rules Process Commander) Version 7.1.6 DSM/NBAM , NBAA framework

Project	Etisalat UMIO - UAE
Customer	Etisalat
Company	Accenture
Description	Etisalat UMIO provides Inbound and Outbound Marketing. The Offers eligible to the Customers are sent to the them through SMS/Email through the outbounding. Customer will give the response through SMS or any channel and it goes for the offer Fullfillment. And if a customer calls the Customer Care or hits the service through App or IVR the agent or the service provides the eligible offers to the customers and do the offer fulfillment depending on the customers response.
Period	Nov 2014 to March 2015.
Role	PEGA Technical Lead.
Responsibilities	<p>Worked on following in Project:</p> <ul style="list-style-type: none"> In NBAM(Outbounding) configured campaigns , Strategies , Segments, Treatments. In NBAA(InBouding) created the Interaction rule , strategies according to Business rules to get next best offers in NBAA. Created the eligibility rules for nearly 200 offers and prioritize them based on the given formulae calculation . Redesigning the UI for the NBAA Portal. Created and modified the User Interface Rules (Harness, Section Rules) as required by the application. Created Decision Rules, Map Value, Decision Table, Decision Tree and Declarative Expressions as per the requirements. Experience in integrating Pega with SOAP web services using Connectors/Services. Responsible for the migration of Rule-Sets to higher environments. Created Agents that run activities and listeners. Worked with Services for accessing Web Services using WSDL. Creation of search reports using List view and Summary view rules of PRPC. Created Operators and Workbaskets. Perform code reviews and mentoring the team on technical and domain related queries.
Solution Environment	PRPC(Pega Rules Process Commander) Version 7.1.6 DSM/NBAM , NBAA framework

Project	iCARE
Customer	United Health Group.
Company	United Health Group.
Description	<p>iCARE is a new workflow management tool that will support Appeals, Disputes and Grievances end-to-end processes across Medicare & Retirement (M&R) and Employer & Individual (E&I) UnitedHealthcare (UHC) West.</p> <p>M&R and E&I UHC West Appeals, Disputes and Grievances teams in functions including Pre-Processing, Intake, Case Setup, Coordinator, Clinical Reviewer, Adjustor, Closure & Effectuation and IRE will be using iCARE.</p> <p>The iCARE Program is a UHC initiative to enhance operational functions and achieve a Medicare 5-Star Rating. iCARE is being built on New Basics principles to deliver value to those we serve by flawlessly executing on the fundamentals the first time and every time.</p>
Period	Nov 2013 to Oct 2014
Role	PEGA Technical Lead.
Responsibilities	<p>Worked on following in Project:</p> <ul style="list-style-type: none"> Created technical design documents and requirements documents on the basis of use cases. Developed Rules based on process to support business needs, expansion and performance improvements using Pega PRPC. Worked with the Business Leads, and Business Analysts to define business requirements for designing, testing, and analyzed those requirements. Get involved in business meetings for prioritizing the tickets/defects that need to be fixed for monthly releases. Created and modified the User Interface Rules (Harness, Section Rules) as required by the application. Created Decision Rules, Map Value, Decision Table, Decision Tree and Declarative Expressions as per the requirements. Experience in integrating Pega with SOAP web services using Connectors/Services. Responsible for the migration of Rule-Sets to higher environments. Involved in Bug Fixing Activities with System Architects for Harness, Declare Expression and When Rules. Created Agents that run activities and listeners that support the integration implementations which routes the messages to the appropriate service rules and to the appropriate flow. Worked with Services for accessing Web Services using WSDL. Creation of search reports using List view and Summary view rules of PRPC. Created Operators and Workbaskets. Testing and debugging using tracer and Rules Inspector. Perform code reviews and mentoring the team on technical and domain related queries.
Solution Environment	PRPC(Pega Rules Process Commander) Version 6.2

Project	PUMA (Pega Utilization management Application)
Customer	United Health Group.
Company	United Health Group.
Description	OptumHealth Behavioral Solutions is looking to streamline their operations by providing a number of templates or questionnaires that will ensure proper care is provided to members admitted to facilities when they are initially admitted, throughout their stay and upon discharge. Ultimately this capability will also support external facilities accessing Pega to enter in much of the same information for those questionnaires, thereby alleviating the business staff from being tied to a large volume of data entry. This project will support the Initial Facility Review, Concurrent Review, and Discharge Template.
Period	DEC 2012 to SEP 2013.
Role	PEGA Technical Lead.
Responsibilities	<p>Worked on following in Project:</p> <ul style="list-style-type: none"> • Created technical design documents and requirements documents on the basis of use cases. • Created and modified the User Interface Rules (Harness, Section Rules) as required by the application. • Created activities which instantiated the attachment objects and a link object that connects the attachment to the work object. • Created Decision Rules, Map Value, Decision Table, Decision Tree and Declarative Expressions as per the requirements. • Experience in integrating Pega with SOAP web services using Connectors/Services. • Responsible for the migration of Rule-Sets to higher environments. • Involved in Bug Fixing Activities with System Architects for Harness, Declare Expression and When Rules. • Created Agents that run activities and listeners that support the integration implementations which routes the messages to the appropriate service rules and to the appropriate flow. • Worked with Services for accessing Web Services using WSDL. • Creation of search reports using List view and Summary view rules of PRPC. • Created Operators and Workbaskets. • Testing and debugging using tracer and Rules Inspector. • Perform code reviews and mentoring the team on technical and domain related queries.
Solution Environment	PRPC(Pega Rules Process Commander) Version 6.2

Project	AIR (Automated Inventory Reporting)
Customer	United Health Group.
Company	United Health Group.
Description	Project deals with overall reporting of volumes beginning inventory and remaining inventory manipulations and deals with assigning claims to individual adjusters. Once all the claims resolved by individual adjusters case will be resolved. will publish dash board of results in UHG will be provided, various reporting rules such as list view, report definition and summary view. Will generate a excel batch files for external reporting.
Period	DEC 2011 to NOV 2012.
Role	PEGA Technical Lead.
Responsibilities	<p>Worked on following in Project:</p> <ul style="list-style-type: none"> Involved in developing the Work Basket module. Involved in creating the Harness, Sections, Activities, Flow, Flow Actions, portals, Properties, Classes. Reporting to the onsite team about the deliverables on daily basis.
Solution Environment	PRPC(Pega Rules Process Commander) Version 6.1

Project	AESP (American Express Servicing Portal)
Customer	American Express Technologies
Company	Tata Consultancy Services
Description	American Express seeks services in areas of Analysis, Design, Component Development, Testing and Rollout of the applications to live servers. This initiative will provide new features to card member servicing and performance tuning of the existing application. The TCS AESP team working in Weston, can provide these benefits as TCS possesses a set of highly experienced resources having complete knowledge of Credit Card domain and various other related technologies, which are mandatory in every phase of the project. The approach based on intensive research through analysis, comprehensive design, component development and systematic implementation ensures that the World Service Portal Transformation of AESP is able to meet the business objectives of the customer, in the information driven economy.
Period	April 2011 to SEP 2011.
Role	PEGA Technical Analyst.

Responsibilities	<p>Worked on following in Project:</p> <ul style="list-style-type: none"> • Requirement Gathering. • Requirement Analysis. • Prototype Design and development. • Documentation
Solution Environment	PRPC(Pega Rules Process Commander) Version 6.1

Project	CCMS
Customer	BofA (Bank of America)
Company	Tata Consultancy Services
Description	<p>CCMS is being built on top of Pega's Smart Dispute Framework that comes with credit card reason codes for Visa & MasterCard. SD framework has been extended to accommodate debit card reason codes for Visa & MC as well as the ones for various networks</p> <p>CCMS will provide claims management functionality for the following LOBs: Debit/ATM Fraud Claims ,Debit/ATM Non-Fraud Claims ,ACH ODS (overdraft services) CTS (Customer Transaction Solutions)</p> <p>It will replace the existing OSCAR interfaces to applications outside PRPC. New Automated processes will be introduced which involve creation of new workflows and correspondence.</p>
Period	Nov 2009 to Mar 2011.
Role	PEGA Developer.
Responsibilities	<p>Worked on following in Project:</p> <ul style="list-style-type: none"> • Developing the framework by performing the daily tasks as per the detailed design document and meeting the project deadlines assigned by the onsite team. • Created user Interface through Harness and Sections rules. • Involved in development of the LOB's. • Involved in UTP and STP. • Reporting to the onsite team about the deliverables on daily basis.
Solution Environment	PRPC(Pega Rules Process Commander) Version 5.4

Project	ATLAS 3B
Customer	BofA (Bank of America)
Company	Tata Consultancy Services

Description	<p>ATLAS 3B Deals with dispute processing for BOFA bill pay system and is built on Smart dispute frame work.</p> <p>Project provide capabilities and functionalities as follows:</p> <ul style="list-style-type: none"> a. Expose key services to enable external systems access (like status and create case) b. Replacement of existing reporting c. Replacement of ability to view images of claims related documentation d. Ability to generate all correspondence available in the current environment e. Ability to fax documents inbound/outbound f. Ability to send e-mail to customers g. Interface with Card Networks and Card Associations
Period	May 2009 to Oct 2009.
Role	PEGA Developer.
Responsibilities	<p>Worked on following in Project:</p> <ul style="list-style-type: none"> • Involved in developing the Work Basket module. • Involved in creating the Harness, Sections, Activities, Flow, Flow Actions, portals, Properties, Classes. • Reporting to the onsite team about the deliverables on daily basis.
Solution Environment	PRPC(Pega Rules Process Commander) Version 5.4

Project	MURS NY
Customer	AIG (American International Group)
Company	Tata Consultancy Services
Description	<p>The Medical Underwriting Review System project is based on Risk Finance for Medical Underwriting review, Life Settlement and Premium finance. The objective of the project is to deliver an underwriting system for Risk finance that allows underwriters from MUR, Life Settlement and Premium Finance plus to use the same system while processing related requests relative to the Risk Finance. This workflow enables the MUR review process and the review request gets resolved at the end of the Process.</p> <p>Scope of Work:</p> <ul style="list-style-type: none"> ▪ Create cases based on the information and documents provided by vendors.

	<ul style="list-style-type: none"> Assign cases to underwriters to under write the cases and medical documents. <p>Create an exception case if information is wrong or has invalid details.</p>
Period	Sep 2008 to April 2009.
Role	PEGA Developer.
Responsibilities	<ul style="list-style-type: none"> Involved in developing the Work Basket module. Involved in creating the Harness, Sections, Activities, Flow, Flow Actions, portals, Properties, Classes. Reporting to the onsite team about the deliverables on daily basis.
Solution Environment	PRPC(Pega Rules Process Commander) Version 5.2

Project	MURS IA Enhancement
Customer	AIG (American International Group)
Company	Tata Consultancy Services
Description	MURS is an underwriting system for Risk Finance that allows Underwriters from Medical Underwriting Review, Life Settlements and Premium Finance Plus to use the same system while processing associated requests relative to the Risk Finance Practice.
Period	Apr 2008 to Aug 2008
Role	PEGA Developer.
Responsibilities	<p>Support for onsite co-worker. Handled Change Requests, Unit Testing and Integration testing.</p> <ul style="list-style-type: none"> Analyse the requirements. Coding and testing the application. Implemented Change Requests. Prepared QRG documents.
Solution Environment	PRPC(Pega Rules Process Commander) Version 5.1

Project	Common Application Security Layer
Customer	AIG
Company	Tata Consultancy Services
Period	Feb 2008 to Mar 2008
Description	The CASL project covers migrating to a single point of control for user security maintenance and implementing a centralized security system for AIG using PRPC 5.3 . This will provide tighter security and allow real-time updates while also providing a full audit trail of requests and approvals. It stands as a pivot to manage all the security complexities of AIG.
Role	Test Engineer

Responsibilities	<ul style="list-style-type: none"> • Understanding the application by going through the user guides & other supportive documents. • Took Part in fine tuning the Test Case Design Templates. • Preparing the Regression Test Cases for the assigned modules. • Reviewing the Test Cases Prepared by my peer team members • Attending the Status Calls with the On - Site team • Prepared the maintenance data for testing the application • Analysing the results and reporting the bugs.
Solution Environment	Tool: PRPC 5.3 Client Tier: Internet Explorer 6.0 Back end Processing Tier: DB2 UDB V8.1
Highlights	<ol style="list-style-type: none"> 1. Some inconsistencies / defects in the application are found during the application walk through, and the same are reported to the development team, and thereby supporting for the application improvement 2. Got an appreciation from the client for the Test case Templates / Test Scenario documents that we designed for this phase of testing.

Passport Details

Name as on passport	Relation ship	Passport Number	Date of Issue	Expiry Date	Place of Issue
Chandrasekhar Nukala	Self	J0235993	21-JUL-2010	20-JUL-2020	HYDERABAD