**Hrishikesh Nadgiri**

**Hrishikeshnadgiri@gmail.com**

**+91 962 353 3133**

# PROFESSIONAL PROFILE:

Intend to build a career with leading corporate of Hi-Tech environment with committed & dedicated people, which will help me to explore myself fully and realize my potential, willing to work as a key player in challenging & creative environment.

# PROFESSIONAL SUMMARY:

* 4+ years of experience in **PEGA**/**PRPC**, **BPM** tools, and related technologies in various domains like Banking, Health Care.
* Proficient in implementing Pega projects using **SCRUM methodology** and well versed with Pega implementation life cycle - modeling of business processes, PRPC tool installation, development, testing and deployment.
* Good experience with different versions of **PRPC (8.X,7.X)**
* Extensive debugging skills in **PRPC** using with **TRACER, SMA, Clipboard**, **PAL.**
* Sound skills in developing **PRPC High Level Class structure, Workflows** and **Business Process Management.**
* Experienced in creating **Business Rules Engine (BRE)** and **Business Process Management (BPM)** applications for Pega Rules Process Commander (PRPC).
* Proficient in design and development of Case Management applications, **Process Flows, User Interface (UI), Business rules and Validations, Reports, Integrations, Performance Tuning, Deployments, Application upgrade and maintenance** in Pega.
* Expertise in configuring **Connect-Rest, SLA** and **Agents** Rules to integrate PRPC with external system and content management systems.
* Experience in **implementation, defect identification** and **fixing**, **code deployment** and **migration** of Pega Applications.
* Resolving issues with help of **TRACER, Clipboard, PAL, Admin Studio** and Live UI.
* Dynamic data handling via **Data pages**, **onChange, triggers**, **agents** etc.
* Experience in applying **Case Management** to existing system.
* Good understanding of full **Software Development Life Cycle (SDLC)** including **Software Architecture, Object Oriented programming, Designing & Prototyping**.
* Has exposure in **PEGA CPM Framework**.
* Ability to document and track defects as well as produce detailed reports using defect-tracking tools such as **JIRA, Rally**.
* Involved in implementing **Job scheduler** and **Queue processor.**

# WORK EXPERIENCE:

Working as **Pega Developer** with **InfoDeal Technologies Pvt Ltd**, from **October 2019** to **Till May 2024**.

# TECHNICAL SKILLS:

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| --- | --- | --- |
| **BPM Tools** | **:** | PEGA (Pega RULES Process Commander) 8.X 7.X |
| **DATABASE** | **:** | Postgres SQL, Oracle, DB2 |
| **Operating Systems** | **:** | Windows XP, 7, 8, MAC & Linux |
| **PEGA Frameworks** | **:** | CSR, CRM, Smart Dispute, Smart Investigate |
| **Web Development** | **:** | HTML, CSS, My SQL, XML |
| **Web Services** | **:** | REST |
| **Other Tools** | **:** | JIRA, Splunk |
| **Application Servers** | **:** | Web Sphere, Web logic, Apache, Tomcat |
| **Methodologies** | **:** | Scrum/Agile |

# CERTIFICATIONS:

**Pega Certified Senior System Architect (CSSA)**

**Pega Certified System Architect (CSA)**

# EDUCATION:

* **Master of Science in Mechanical Engineering from DE Montfort University, United Kingdom completed in 2020.**
* **Bachelor of Engineering in Mechanical Engineering from Pune University, India completed in 2017.**
* **Diploma in Mechanical Engineering from Maharashtra State Board of Technical Education, India completed in 2014.**

# Project #1

**Title**: Claims

**Client:** Nordea Bank

**Role:** Developer

**Environment**: PEGA 8.x

**Duration:** December 2021 to Till Now.

**Synopsis: -**

This application is used to process claims for debit, credit, atm transactions.  
We deal with visa, master-card, star, pulse, maestro networks. We process fraud and non -fraud claims in this application. We try to do charge back from merchant and refund the customer. In case if customer is found as fraud, we charge him and take money given in provisional credit to our bank. Here we connect to visa n master card networks through REST integration and process the claims.

**Responsibilities:**

* Involved in all phases of **SDLC** including requirement collection, analysis, designing, developing, and testing.
* Involved in the creation of **Class Structure**, identifying Properties and activities, designing the sections and harness.
* Using **JIRA** as a defect tracking tool for product backlogs and reporting bugs.
* Developed and integrated **SLA** in the workflow for setting goals related to work processing.
* Worked on customization of **Harness and Sections** rules.
* Created **Decision and Declarative** rules, flows, action flows, **validation rules**.
* Involved in creating **Data Pages and Data Transforms**.
* Worked on activities and flows to meet the requirements.
* Creation of Rules for Validation, Integration rules like **Connect-SQL** using methods like RDB save, RDB Open, RDB list, Creation of Work Objects, assigning to Operators.
* Implementation **of Declarative Processing** features – Expressions, Constraints, On Change, Decision Rules like Decision Table, Decision Map.
* Integration via **service REST, connect REST** with external applications.
* Managed Rulesets and helped with patch deployments into various environments like QA, Production and Training.
* Created and maintained **agents and agent schedules**.
* Hands on Experience on **Job schedulers** and **queue processors**.
* Used **PAL** extensively for performance analysis.
* Configured **SSO** authentication using **SAML2.0.**
* Creating and Updating process flows in **Case Management**.

**Environment**: PRPC 8.X, Smart Dispute, CSS, HTML, XML, Agile, Oracle, SQL

# Project #2

**Title:** Friendly House Workers Settlement.

**Client:** Ministry of Labor & Social Development, KSA

**Role:** Developer

**Environment:** PEGA 8.x

**Duration:** November 2020 to November 2021

**Synopsis: -**

The ‘house-workers settlements’ process begins with the initiation of a case by the plaintiff, who submits the case through either an electronic service channel (such as service portal and mobile application) or by visiting the settlements office (in this case, the Secretary Officer will submit the case on the plaintiff’s behalf). The case passes by process steps so that a settlement officer can study the case after listening to both plaintiff’s claims and the defendant’s defense by conducting one or more listening sessions. The process ends with issuing a decision in the case. The settlement decision passes by a review cycle by the settlement committee.

**Responsibilities:**

* Gathered business requirements, analyzed data and documented requirements of **BPM** (Business Process Management) and **BRE** (Business Rule Engine) implementation phases using **PEGA** **PRPC**.
* Followed Agile methodology to build this project.
* Drafted test plans, cases, resource plans, reports, and related schedules for all existing applications.
* Troubleshooted issues using **PRPC** tools like **Clipboard**, and **Tracer**.
* Implemented applications using **Pega Guardrails**.
* Involved in creation of validation rules like property validation, Object validation to implement business logic validation.
* Used **Queue-for-Agent** methods to work on Asynchronous process.
* Worked on Agents and agent activities for regular monitoring activities.
* Integrated with external systems to retrieve or send data using **Connect SQL**, **Connect REST**, **Service REST**.
* Implemented authentication and authorization using LDAP.
* Performed DB operations using RDB methods on SQL Server database.
* Implementation of **Decision tables**, **Decision Maps** and **Declarative** expressions.
* Involved extensively on the migration and deployment of the application rules from Dev to QA, UAT and Production environments.
* Configured case management applications by defining multiple steps and processes.
* Experience with unit testing of developed applications.
* Hands on experience on writing **Activities** for Validations and Error handling.
* Involved in monitoring the alert logs and PEGA rule logs in the production to identify any critical issues which may cause performance issues.

**Environment**: PRPC 8.X, CSS, HTML, XML, Agile, Oracle, SQL

# Project #3

**Title**: Pas

**Client:** Grand Cayman Hospitals, USA

**Role:** Developer

**Environment**: PEGA 8.x, 7.x

**Duration:** October 2019 to October 2020

**Synopsis: -**

Prior authorization is a process used by some health insurance companies in the United States to determine if they will cover a prescribed procedure, service, or medication. The process is intended to act as a safety and cost-saving measure, although it has received criticism from physicians for being costly and time-consuming. Prior authorization is a check run by some insurance companies or third-party payers before they will agree to cover certain prescribed medications or medical procedures. There are a number of reasons that insurance providers require prior authorization, including age, medical necessity, the availability of a generic alternative, or checking for drug interactions. A failed authorization can result in a requested service being denied, or agreeing for copay, co ratio.

**Responsibilities:**

* Used **Pega survey framework** to design and develop questionnaires, question pages and questions for credit rating application.
* Developed **process flows**, **activities**, **decision rules** and **UI rules**.
* Worked on all the constructs of **PRPC** like **Harness, Sections, Layouts, Flows, Flow Actions, When rules and activities.**
* Created **Data transforms** and Activities for implementing core business logic.
* Updated Rules, Data Instances, Defects and Hot Fixes in Rule-Tracking sheet.
* Experience on **Data Pages, SMA** and **Log Analysis**.
* Worked on Report Definition rules for generating reports to the users.
* Resolving issues with the help of **TRACER, Clipboard, PAL** and **Live UI**.
* Maintained the test data documentation based on business functions.
* Ensured QC procedures were duly adhered, and the application followed Pega guardrails.
* Worked with Business users, Business leads and Business Analysts to define business requirements for designing testing and building solutions to meet the requirements.

**Environment**: PRPC 8.X, CSS, HTML, XML, Oracle, SQL