



KARTHICK MURUGESAN

Pega Lead System Architect

✉ karthick.navin5@gmail.com

☎ 9942407570

📍 Coimbatore

🌐 Website

Professional Summary

- Pega Lead Consultant with around 13 years of experience in Software Development Environment.
- Over 12+ year's expertise in defining business solutions in an IT environment.
- Excel in project leadership roles – managing/coordinating complex projects involving enhancements to existing product platforms.
- Domain experiences such as Banking, Healthcare, Payments, Insurance, Government Platform, Hospitality and Plain Vanilla.
- Extensive knowledge in Business Process Management (BPM) and Business Intelligence (BI).
- Hands on experience using Pega Scrum and Smart BPM methodology - PRPC Application.
- Effective in delivering superior customer service in bridging the business and technical teams.
- Good understanding and hands-on Agile/Waterfall methodology Delivery Process and continues improvement.
- Good understanding on MX Messages and Smart investigation Framework.
- Implementing new ideas and learning new technologies to build valuable solution for the software.
- Working Experience on Various PEGA Versions such as 5.x, 6.x, 7.x and 8.x.
- Working Experience on Multiple PEGA Frameworks like CPM, HICF, IIF, SI, PGP, Plain Vanilla.

Skills

Pega



Java



Camunda



Outsystems



SQL



Python



Datascience & BI



Certifications

Certified Pega Lead System Architect

PegaSystems

Certified Pega Decisioning Consultant 7.4

PegaSystems

Certified Senior System Architect 7.1

PegaSystems

Certifications

Certified System Architect 6.2

PegaSystems

Work Experience

Pega Lead System Architect

FirstVibe Technologies - Project 1 - IIA [Scotia Bank] Jul / 2022 - Ongoing Toronto, Canada

International Investment Advisory team understands your local markets and is focused on delivering global solutions. Our Wealth Advisors focus on helping you balance your current financial needs with your goals of long-term financial success. Wealth Advisor will work with you to determine the right investment strategy to help you invest your hard-earned wealth today and for the future. It starts with learning all we can about your financial situation – your current profile, needs, concerns, risk tolerance, tax situation, time horizon, liquidity and return objectives.

Roles & Responsibilities:

- Played a role of Lead PEGA Consultant.
- Engaged in Gap Analysis and created the product Backlog.
- Responsible for delivering the HLD-LLD combined design document
- Responsible for functional success of customer initiatives providing necessary attention to our administrative processes procedures, Helps to create road map for the project.
- Integrating with multiple downstream systems, Supporting to establish proper handshake between systems.
- Assisting team to develop code with best practice and reviewing quality check recursively
- Conducting grooming\planning with BA\PO\DEV teams to understand the requirements.
- Implementing Reusable components which can be leveraged in multiple aspects for various projects.
- Implementing AREC concept to build development from scratch.
- Working closely with COE team for features to implement business solutions.

Work Experience

Lead Developer

FirstVibe Technologies - Project 2 - Athena [Sunlife Insurance] Jan / 2021 - Jul / 2022 Toronto, Canada

Sun Life chose the Pega Platform as the foundation for its Sun eApp electronic onboarding application. The organization used several of Pega's key capabilities including Product Builder for insurance to define eligibility criteria and Pega Survey to capture complex reflexive questionnaires.

In response to the pandemic, the Sun eApp team quickly pivoted from a controlled pilot to enabling digital capabilities across the entire advisor salesforce. By embracing digital enterprise methodologies, the team was able to deliver digital capabilities in rapid succession that included new services with strategic technologies

Roles & Responsibilities:

- Provide continuous improvement recommendations regarding end-to-end KM solutions, standards, framework, tools and technology through industry research, external trends and best practices.
- Enhance content management and communications capabilities and services across all KM teams.
- Monitor and support of pilots for new methodologies, improve or add new KM services.
- Assist in the development and testing of KM tools and design.
- Develop new or enhanced existing KM programs that support the business strategies in line with maturity frame and guiding principles
- Build, sustain and leverage relationships across business portfolios and external organizations.
- Share best practices through open communication with the KM and Best Practice teams.
- Handling Project End to End to Implement Latest Contents and migrating from Wiki to PegaKM.
- Managing Teams and supporting for design and technical assistance.
- Delivering Project On-Time, Reviewing Code, Supporting Other team to make Product quality in Standard.

Work Experience

Team Lead

FirstVibe Technologies - Project 3 - ISO Thailand & Franch [HSBC Bank] Jul / 2021 - Jan / 2022 Chennai, India

HSBC is actively involved with SWIFT and the different market infrastructures that are migrating towards ISO. We will align ourselves with the market requirements and delivery timelines set by different market infrastructures and ensure we are well placed to comply with the adoption strategies set forth by the market infrastructure. Like for like', where the message format will be replaced from MT to ISO 20022 xml format that has comparable elements and character lengths to the existing SWIFT MT messages. Full/enhanced ISO', where additional and enhanced existing elements are available. In order to ensure consistent usage and interoperability, guidelines are defined by the industry.

Roles & Responsibilities:

- Played a role of Team Lead.
- Engaged in Gap Analysis and created the product Backlog.
- Responsible for delivering the HLD-LLD combined design document
- Review the work of others, providing guidance and support, Understanding SI framework
- Implementing MX Messages for Smart investigation Framework and designing structure which can be used for global purpose.
- Supporting various Line of business to provide flexible solution with transaction and payments
- Monitoring and supporting team members and providing best solutions based on Pega best practice
- Planning, Designing, and Implementing New applications. Improving System performance on debugging slowness and alert by analyzing logs.
- Implementing new solution for best practice and delivered in client systems for multiple vendors.
- Implemented solution to validation Incoming and outgoing XSD's with external Java code as Pega function - This helps to make client time saving on validating Invalid responses.

Work Experience

Senior Application Specialist Architecture

LTI InfoTech - Project 4 - ISO Implementation [CITI Bank] Feb / 2020 - Jun / 2021 Chennai

The Citi's Payable solutions, you can initiate payments securely and efficiently thanks to our straight through processing capabilities. Our solutions give you access to information and integration with Treasury systems, to improve your cash flow forecasting. since our payment capabilities are in line with local clearing systems, you benefit from Domestic and cross-border transaction initiation, Online and real-time information. Various Payments like Fund transfer, Citi service Insights, Clearing Services, World Link Payment Services and Instant Payments.

Roles & Responsibilities:

- Played a role of Lead PEGA Consultant.
- Engaged in Gap Analysis and created the product Backlog.
- Responsible for delivering the HLD-LLD combined design document
- Review the work of others, providing guidance and support, Understanding SI framework
- Implementing MX Messages for Smart investigation Framework and designing structure which can be used for global purpose.
- Supporting various Line of business to provide flexible solution with transaction and payments
- Monitoring and supporting team members and providing best solutions based on Pega best practice
- Planning, Designing, and Implementing New applications. Improving System performance on debugging slowness and alert by analyzing logs.
- Implementing new solution for best practice and delivered in client systems for multiple vendors
- Implemented Developer metric components to evaluate productivity of individual developers
- Implementing **SmartLSA** which validates the code before sent for approval and correct upfront during check-in.

Work Experience

Technical Architect

Tekclan Software solutions - Project 5 - FAF [PAF USA] Apr / 2019 - Feb / 2020 Chennai, India

This independent division of Patient Advocate Foundation provides small grants to patients who meet financial and medical criteria. Grants are provided on first-come first served basis and are distributed until funds are depleted. Qualifications and processes for each fund may differ based on fund requirements. Eligibility is different for each specific fund, refer to the program details to identify if criteria is met. The purpose of each fund is defined in the fund details.

Roles & Responsibilities:

- Played a role of Lead PEGA Consultant.
- Engaged in Gap Analysis and created the product Backlog.
- Responsible for delivering the HLD-LLD combined design document
- Review the work of others, providing guidance and support, Understanding CPM framework
- Participate and contribute in architecture discussion in how to design a Pega application and work with other enterprise systems
- Responsible for functional success of customer initiatives providing necessary attention to our administrative processes procedures, Helps to create road map for the project.
- Investigates reported software problems, conducts tests to isolate problems and root cause in order to prepare clear Incident
- Reports for further investigation by Product Operations
- Manage defect resolution cycle including coordination with QA team, distribution of defect resolution tasks and balancing new development responsibilities, Working with Pega API'S and Engine API'S OOTB features
- Deployment and integration testing of developed components in Development and Test environments, Collaborate with project leadership and client management on program direction and status
- Various Integration Interfaces on Rest, HTTP, SOAP and Listeners Configuration, Worked on Two End-to-End project and supporting until Go-Live
- Planning, Designing, and Implementing New applications. Improving System performance on debugging slowness and alert by analyzing logs.

Work Experience

Technical Architect

Tekclan Software solutions - Project 6 - UNP [PAF USA] Mar / 2018 - Apr / 2019 Chennai, India

This independent division of Patient Advocate Foundation provides small grants to patients who meet financial and medical criteria. Grants are provided on first-come first served basis and are distributed until funds are depleted. Qualifications and processes for each fund may differ based on fund requirements. Eligibility is different for each specific fund, refer to the program details to identify if criteria is met. The purpose of each fund is defined in the fund details.

Roles & Responsibilities:

- Played a role of Lead PEGA Consultant.
- Engaged in Gap Analysis and created the product Backlog.
- Responsible for delivering the HLD-LLD combined design document
- Review the work of others, providing guidance and support, Understanding CPM framework
- Participate and contribute in architecture discussion in how to design a Pega application and work with other enterprise systems
- Responsible for functional success of customer initiatives providing necessary attention to our administrative processes procedures, Helps to create road map for the project.
- Investigates reported software problems, conducts tests to isolate problems and root cause in order to prepare clear Incident
- Reports for further investigation by Product Operations
- Manage defect resolution cycle including coordination with QA team, distribution of defect resolution tasks and balancing new development responsibilities, Working with Pega API'S and Engine API'S OOTB features
- Deployment and integration testing of developed components in Development and Test environments, Collaborate with project leadership and client management on program direction and status
- Various Integration Interfaces on Rest, HTTP, SOAP and Listeners Configuration, Worked on Two End-to-End project and supporting until Go-Live
- Planning, Designing, and Implementing New applications. Improving System performance on debugging slowness and alert by analyzing logs.

Work Experience

Lead Software Engineer

Fipsar Technologies - Project 7 - CPR & LLS[PAF USA] Aug / 2016 - Mar / 2018 Chennai, India

This independent division of Patient Advocate Foundation provides small grants to patients who meet financial and medical criteria. Grants are provided on first-come first served basis and are distributed until funds are depleted. Qualifications and processes for each fund may differ based on fund requirements. Eligibility is different for each specific fund, refer to the program details to identify if criteria is met. The purpose of each fund is defined in the fund details.

Roles & Responsibilities:

- Played a role of Lead PEGA Consultant.
- Engaged in Gap Analysis and created the product Backlog.
- Responsible for delivering the HLD-LLD combined design document
- Review the work of others, providing guidance and support, Understanding CPM framework
- Participate and contribute in architecture discussion in how to design a Pega application and work with other enterprise systems
- Responsible for functional success of customer initiatives providing necessary attention to our administrative processes procedures, Helps to create road map for the project.
- Investigates reported software problems, conducts tests to isolate problems and root cause in order to prepare clear Incident
- Reports for further investigation by Product Operations
- Manage defect resolution cycle including coordination with QA team, distribution of defect resolution tasks and balancing new development responsibilities, Working with Pega API'S and Engine API'S OOTB features
- Deployment and integration testing of developed components in Development and Test environments, Collaborate with project leadership and client management on program direction and status
- Various Integration Interfaces on Rest, HTTP, SOAP and Listeners Configuration, Worked on Two End-to-End project and supporting until Go-Live
- Planning, Designing, and Implementing New applications. Improving System performance on debugging slowness and alert by analyzing logs.
- Document Process integration through FAX.
- Content Management Integration for Documents through MongoDB
- Storing All Documents from PEGA to MongoDB system
- Retrieving Documents directly from MongoDB
- Exception Handling.
- Design for Table and schema migration
- Design on PEGA IAC interaction with internal system
- Analyzing Production exception Logs day to day

Work Experience

Senior Software Engineer

BNP Paribas - Project 8 - Payment Case Management [BNP Paribas Paris] Oct / 2015 - Apr / 2016
Chennai, India

The primary objective of this project is to build a scalable platform addressing the Payment Failure and to stop fraud Payment action in Payment Case Management Process Work flows manipulating the currency transactions by removing manual actions. The program aims at adequate Failure transactions and reverts back to proper account. Application Interacts with Multiple Back Office from Various Countries in Europe. Generating Daily Payment details through EXCEL. Motive of this application to avoid Duplicate payments, overcome transaction failures and retrieving amount back to correct user.

Roles & Responsibilities:

- Played as a role of Senior Pega Developer
- Implemented work flows part of day to day business operations, the work flows is crucial to success of the system, especially considering the PEGA guardrails.
- Creating custom Activities using various standard methods of PRPC like RDB methods, Obj-Methods, Property methods.
- Implementing business rules in to PRPC decision tables, decision trees.
- Sending SWIFT Messages on each financial transaction Using BIC codes.
- Understanding BIC Codes From Various Banks
- Encrypting for secure SWIFT Messages to Recipient
Worked on File listeners.
- Generating Reports Through Excel and sending to Back Office (Weekly)
- Parsing and Streaming XML.
- Reporting rules: Report Definition, List View and Summery view.
- Weekly deployment: Creating Jar and dropping into another environment.
- Agent configuration.

Work Experience

Associate - Projects

Cognizant - Project 9 - BSD / BIST [World Bank] Dec / 2014 - Oct / 2015 Chennai, India

The primary objective of this project is to build a scalable platform addressing the needs and pain areas of Bond Issuance & Swap Trade Capture Process Work flows and re-engineering of the existing Bond Swap Documentation System, in World Bank's Capital Markets department. The program aims at adequate enablement of the users of the new platforms.

Roles & Responsibilities:

- Implemented work flows part of day to day business operations, the work flows is crucial to success of the system, especially considering the PEGA guardrails.
 - Creating custom Activities using various standard methods of PRPC like RDB methods, Obj-Methods, Property methods.
 - Involved in Design for Content Management System to Store Document directly to WB System.
 - Customized existing JAVA Code to store files in Web services
- Send Email once file purged to web services for both Back office and Front Office
- Service levels and Validations.
 - Involved in Reconciliation Process
 - Created Attractive UI in Plain Vanilla for both Back office and Front Office.
 - Created Case Creation Agents.
 - Parsing and Streaming XML.
 - Migrating Content Management system to store files
 - Reporting rules: Report Definition, List View and Summery view.
 - Weekly deployment: Creating Jar and dropping into another environment.

Work Experience

System Engineer

iGATE Global Solutions - Project 10 - FACTA [RBC Canada] Jan / 2013 - Dec / 2014 Bangalore, India

FTMS manages all foreign tax management system for US Customers. Implementing new features depends on bank and branches according to business requirement. Creating Process, Flow, Activity to understand work flow. Maintaining and monitoring all application through database jobs. The main aim of this application is to identify U.S. persons who may evade U.S. taxes by placing assets in foreign (non-U.S.) accounts -- either directly or indirectly through certain foreign entities such as corporations or trusts.

Roles & Responsibilities:

- Implementing stories (Bug fixes)
- Develop Smoke Test and did major and minor Enhancements in application.
- Perform application sanity check after any release/maintenance.
- Communication via email to key Business & IT users/owners (as required)
- Perform Periodic Application Maintenance.
- Involved in the design and development of the application.
- Providing End to End support from development to Maintenance
- Migrating Code to Other environments
- Upgrading Pega from Version 6.x to 7.x

System Associate

iGATE Global Solutions - Project 11 - USWM [RBC Canada] Oct / 2011 - Dec / 2012 Bangalore, India

USWM manages all Investment and Financial transaction of all US Customers. Implementing New policies and form according to business requirement. Creating Process, Flow, Activity to understand work flow. Maintaining and monitoring all application through database jobs. The main aim of this application is to provide approach for various solutions for investors, Brokers and Sock holders in U.S. Communicate with clients through monthly newsletters and ongoing correspondence.

Roles & Responsibilities:

- Implementing stories (Bug fixes)
- Develop Smoke Test and did major and minor Enhancements in application.
- Perform application sanity check after any release/maintenance.
- Communication via email to key Business & IT users/owners (as required)
- Perform Periodic Application Maintenance.
- Involved in the design and development of the application.
- Providing End to End support from development to Maintenance
- Migrating Code to Other environments
- Upgrading Pega from Version 6.x to 7.x.

Education

MBA - Information Systems

Bharathiyar University Jul / 2013 - Dec / 2015 Coimbatore

CGPA - 6.1

Education

BCA

NGM College Jun / 2011 - May / 2011 Coimbatore

CGPA - 7.7

HSC

SRIMBHSS Jun / 2007 - Mar / 2008 Pollachi

CGPA - 67.25%

SSLC

SRIMBHSS Jun / 2005 - Apr / 2006 Pollachi

CGPA - 74.25%

Interests

Learning New
technologies

Gym

Cricket

Running

Languages

Tamil

Native



English

Fluent

