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Objective:

To pursue a challenging career and deliver optimum business value to clients using my versatile experience & domain knowledge.

**Pega Architect | Design & Development | Solution Architect
|Techno-functional Consultant| Business Analyst |Delivery
Manager | SME | Project Management**

PROFILE SUMMARY

- 5 years of IT experience with extensive experience of all phases of SDLC right from Requirement gathering, Design, Development, QA, Deployment to Production support.
- Worked as Solution Architect, Techno-Functional Consultant, Team Lead, SME, Business Analyst, Project Manager, Customer Support, Scrum Master.
- **Certified Senior System Architect (CSSA)** with 3.5 yrs. of Pega PRPC experience.
- Experience in using Pega PRPC V 7.3
- Designing Enterprise Class Structure, Data Model for PRPC Framework & Implementation Apps.
- Experience in creating Flows, Flow Actions, UI rules, Activities, integrations components such as Connectors, File Service, Email Services & other rules of Pega Application.
- Good understanding of creating User Interface screens using Portals, Sections, UI rules like Grids, Tree Grids, Skins and other rules of PRPC UI.
- Developed Process Flows, Activities, and HTML rules, Workbaskets, Rulesets and Custom Portals, PRPC Roles, Privileges and Access When, Report Definitions.
- Experience in using PEGA Performance tools like PAL, Profiler, DB Tracer.
- Industrial automation, manufacturing excellence & software professional with hands on experience of all phases of automation project i.e. right from Requirement gathering to production at site.
- Good knowledge & experience in C, C#, VB, Java, PowerShell scripting, SQL Server.
- 3 years of experience as **Scrum Master**.
- Strong experience on automation products including MES, PLC, HMI, SCADA, Historian, OPC Drivers, Field buses, Drives, Servo systems.
- Executed projects for variety of applications like Automobile, Sugar, Textile, Plastic, Power, Pharma, Paper and Metal.

- Discrete manufacturing & Batch type process Automation, Recipe management.
- Implemented Process automation and Machine automation.
- Automation Tools: UFT/QTP, QC, VB, C#, N-Unit, Sikuli, Load Runner
- Strong track record of satisfied customers.
- Attended leadership courses like 7 Habits, BELs, FOL.

Projects :

1. XYZ

Client: XYZ

Environment: PRPC 7.1, Oracle, SOAP UI

Roles: Tech Lead

Duration: Jan 20** to #

Description: UCM application provides a solution for managing requests: merge GEHC accounts in the Universal Customer Master database, provide manage the process flow efficiently. The request process flow into the and tracks the volume of requests coming from the various business departments service delivery, accounts receivable, credit underwriting and other business. Further, the existing system provides effective work management further

limiting GEHCs ability to respond quickly to account change and additional

The recommended system will provide GEHC the following benefits:

- Manage Enterprise Queue.
- Perform Search/Use existing Customer/Create a request for new or update from Customer using apps.
- Other workflows to complete extended attributes (send to Legal, Credit Risk, etc.)
- Requestor to view the status of their request.
- Publish to subscribing systems (Salesforce.com, GLPROD, etc.)

Roles & Responsibilities:

- Development of architectural design artifacts for Pega solutions addressing customer requirements
- Assess and manage functional and non-functional requirements and ensure that they are addressed with the technical solution
- Technical leadership for design, development and unit testing of the implementation effort for application
- Coaching and guiding colleagues in the progression and development of their technical skills
- Experience in leading a team of developers and providing technical guidance

- Successfully developed and took ownership of conceptual and logical architecture designs for Pega applications
- Familiar with agile software development methodologies (e.g. SCRUM) as well as plan-driven delivery methodologies (Waterfall)
- Flexible self-starter, who enjoys solving problems and technical challenges
- Good analytical skills regarding the transfer of business requirements into technical design
- Ability to maintain a healthy and trustful relationship with the customer and external counterparts on projects
- Created application design for other International regions like Japan, USCAN etc.
- Creating process flows for Data stewards, Dealers, Queue Boss and Requestors based on the region.
- Integrating the application with other interfaces like DQ, Fuzzy Search, Exact Search, UCM and SFDC using WSDL files provided by the Middleware team.

2. XYZ

Roles: CSSA

Duration: Nov 20 to #**

Project: XYZ

This project is related to finance. The purpose of this application is to provide details about multiple product viz. Personal Loan, Home Loan and Credit Card.

A loan entails the reallocation of the subject asset(s) for a period of time, between the lender and the borrower. There are five steps to process a work, first a user will capture application and then sent to preliminary decision. After completing the preliminary decision it's sent to verification and based on client information work will process or reject. Then work will transfer to Settlement as document sign and finally funding is done.

Environment: Pega PRPC V5.5, Oracle,

. Responsibilities:

- Monitoring the Incidents of Production System and fixing production issues.

- Monitoring the work order and resolving the work orders.
- Involved in client communication to understand the business objective of various issues faced by client in the production environment and to come up with an optimum solution to fix it..
- Design and Coding to develop new functionality.
- Production deployments of new application/enhancement/defect fixes and maintaining proper documentation (Approach Doc, Design Doc, KT Doc etc) to ensure Quality standards and for overall project benefits.

3. XYZ

Roles: CSSA

Duration: Apr 20** to #

Project: XYZ

The New Bie is an Insurance application which handles Case Management of new business for insurance. The goal of the application is to automate as much of the process as possible by enabling straight through processing but also facilitate underwriters (users) in their activities whenever manual intervention is made.

First release of Application supports of single user multiple insurance products. Currently we are working with corporate plans where a corporate will apply Insurance product of multiple employee. We are using case management feature to support corporate plan insurance.

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Environment: Pega PRPC V6.2, Oracle,

. Responsibilities:

- Involved with on site coordinator for requirements.
- Involved in design and development.
- Analysis and Estimation of Modules
- Worked end-to-end on few modules of the application in creating Flows, UI, Reports, Activites etc. Built the business rules using the decision trees, decision tables which are delegated to the business users.
- Coding- (Involved in development of both front end (User Interface) and back end functions)
- Involved in Unit Testing and coordinated with QA for build releases
- Deployments of application and maintaining proper documentation (Release Doc, Deployment Guide, Design Doc,

KT Doc etc) to ensure Capgemini Quality standards and for overall project benefits.