

- ❖ Implementing best practices, standards and procedures including quality and delivery methodologies for reuse components.
- ❖ Ensure compliance with application quality, coding, UX and Corporate standards, including review for the applications/process.

Infosys Ltd

From: 25-June-2020 **To:** 30-August-2021

Project:

Client : Siemens Healthineers

Technology : PEGA PRPC 8.4

Description :

Siemens Healthineers have around 12 production application on Pega platform for SHS organization to automate the business process.

Responsibility:

- ❖ Involved in Design, Develop, Test, Support and Deploy the Pega applications.
- ❖ Involved in Demand managements and Pega Use case decisions.
- ❖ Implementing best practices, standards and procedures including quality and delivery methodologies for reuse components.
- ❖ Ensure compliance with application quality, coding, UX and Corporate standards, including review for the applications/process.

Client : Apple

Technology : PEGA PRPC 8.4

Description :

A Robust Application that accommodates interaction with the system for both Internal and External Users. Application is built on Pega8.4v. System would be supporting 'N' number of interactions for different actors from the point of scheduling a program to onboarding a program. Also, it as Mobile application that facilitates the client to setup a store for them in both online and offline mode and migrated to 'COSMOS' from default Pega Skin.

Responsibility:

- ❖ Involved in business requirement discussion with the business team and product owner.
- ❖ To convert the existing Web App to IOS app using Pega.
- ❖ Migrating from existing Pega UI to COSMOS.
- ❖ Followed agile methodology and scrum model.

Organization:

Wipro Technologies

From: 13-July-2015 **To:** 21-June-2020

Client : Capital One

Project : Ageis

Technology : PEGA PRPC 6.4

Description:

Ageis application helps the agent to create and resolve the claim for both dispute and fraud transaction. Ageis application has two modules, one is intake and other is Back office module. Front office user

will work on the intake module by collecting information from the user who wants to report the issue. Front office user will fetch customer, account and the transaction details from the external database and proceed with creating the claim. Once the intake module is completed then the claim will get routed to back office user for further investigation on the dispute. A final decision will be taken on the claim based on the investigation. A claim case can contain more than one dispute transaction, for each transaction a child case will get generated under a claim.

Responsibility:

- ❖ Involved in business requirement discussion with the business team and product owner.
- ❖ Involved in planning and grooming to understand the quarterly planning requirement delivery and the Sprint User Story.
- ❖ Taken the input from to Design and development of the User story.
- ❖ Taken care of the production support incident and had discussion with the customer on call to resolve or to make them understand the current working scenario.
- ❖ Resolved the incidents permanently by providing the solution.
- ❖ Guiding the team for delivering the requirement. Giving demo to the business team on the delivered requirement.
- ❖ Followed agile methodology and scrum model.

POC-Internal (WIPRO):

Project : Deployment Manager

Technology : Pega PRPC 8.2

Use Deployment Manager to configure and run continuous integration and delivery (CI/CD) workflows for your PEGA applications from within PEGA Platform. You can create a standardized deployment process to deploy predictable, high-quality releases without using third-party tools. With Deployment Manager, you can fully automate your CI/CD workflows, including branch merging, application package generation, artifact management, and package promotion to different stages in the workflow.

Responsibility:

- ❖ Analyze the deployment manager in Pega 8.2.
- ❖ Configured DMReleaseAdmin and DMAppAdmin operators for Deployment manager.
- ❖ Configured AWS server by creating the repository in Pega for storing the zip file.
- ❖ Followed the steps provided in the deployment manager release notes for Pega 8.2 and configured.
- ❖ Created pipeline for an application to perform CI/CD.
- ❖ Customizing the pipeline by adding approval task in Quality Assurance stage.
- ❖ Involved in testing the pipeline from development to quality Assurance stage.

Project:

Client : Nokia Siemens Network

Project : NDP – Nokia Deployment Platform

Technology : PEGA PRPC 7.2

Description:

Nokia Services helps operators to manage complexity, evolve and modernize their networks for scale, speed and efficiency and ensure network and service quality. It ensures that all solutions work together seamlessly, offering excellent customer experience and supporting new business models. This model has been implemented in PRPC focusing on the integration with all the business units that supports in the project

execution and its cycle management. Worked on the SDP (Service Delivery Platform) module, which consist of Global Configurator and Project Configurator. GC acts a framework for PC, which holds the values such as Site Type, Site, Modules, activities, SMP etc. PC is a workflow which has the following phases like Initiation, Planning, Monitor and Control, Closure. Maintained Exception Register, Issue Register, Action Register.

Responsibilities:

- ❖ Involved in business requirement gathering to understand the requirement.
- ❖ Created/Modified flows and flow actions for proper execution of work object.
- ❖ Involved in analysis of bugs in application using the PRPC tools like Clipboard and Tracer.
- ❖ Worked on creating rules like properties, activities and Data Transforms for the concerned classes.
- ❖ Worked on Data Pages, Report definition and Created Data classes
- ❖ Worked on User Interface through sections rules.
- ❖ Worked on Defining PRPC components like declarative expression, Decision table.
- ❖ Picking up the User Stories and delivered on time.

Client : Vodafone UK

Project : Cramer

Technology Used: PL/SQL, Java

Description:

Vodafone UK is a British multinational telecommunications which uses Cramer OSS product to provide service to its Customers. Cramer OSS Suite is an inventory of a company's telecommunications network infrastructure and configuration. The product grew to encompass almost all modern telecommunications technologies. A key feature of the product was being 'service aware': not only knowing what equipment is installed, the system knows what each system, module, card, interface or cable can do, which circuits or connections are configured on the network and which customer services use these connections.

Responsibilities:

- ❖ Developed SQL Scripts and slight modification in packages and procedures for the back end processing of the proposed data base design.
- ❖ Made code changes in Java/HTML to accommodate the new Business changes.
- ❖ Modifying and recompiling the code to accommodate changes in Business rules.
- ❖ Writing scripts to create tables and views.
- ❖ Created Shell Scripts for invoking SQL scripts.
- ❖ Developing code according to the Change Requests (CR).
- ❖ Worked as part of the team to meet project targets and quality objectives.
- ❖ Prepared the documents related to the application.
- ❖ Involved in Technical documentation and testing different scenarios.

Certifications:

- ❖ Certified in PEGA PRPC 7 as Certified System Architect (CSA).
- ❖ Certified in PEGA PRPC 7 as Certified Senior System Architect (CSSA).

Personal Details:

Date of Birth : 08-05-1995
Father's Name : R. Mohan
Gender : Male
Nationality : India

Education Details:

- ❖ Completed MTech (Master of Technology) in Birla Institute of Technology and Science, Pilani.
- ❖ Completed BCA (Bachelor in Computer Application) in MGR College of Arts and Science, Hosur.

Date:

Place: Bangalore

Sandeep M