

Vivek Rohit Chittiboina  
 Pega Certified Senior System Architect  
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**Professional Summary:**

- Having 10+ years of Professional experience with 5 years of progressive experience in requirements gathering, design, developing, debugging, testing and enhancements in latest version of Pega PRPC V8.X versions, also worked as SAP MM Consultant for 2 years in implementation and supporting, Having 2.5+ Years experience in Demand, Delivery & Project Management.
- An, executor with good experience in managing consultancy and service operations with an aim to accomplish corporate plans & goals successfully.
- Good experience in implementation of Case Management, Flows, UI design, Activities, Data Modeling, Decision Management.
- Proficient in PEGA BPM Implementation life cycle like modeling of business process, PRPC tool installation, development.
- Have hands on experience on Connect-SOAP, Connect REST, Service SOAP, and Service REST.
- Sound skills on PRPC debugging tools such as Tracer and Clipboard.
- Developed Activities, Properties, Decision Rules, Declarative Rules, Data Transforms, Data Pages, When Condition, Process Flow and Screen Flow.
- Created User Interfaces and modified the User Interface Rules (Harness, Sections) as per the requirements.
- Having experience on File Listeners and Connect File.
- Hands on experience on business verticals like Financial, Health Insurance, Healthcare, and Insurance.
- Expertise in creating data models including page lists, page groups, properties, and data transforms.
- Expertise in creating Validations and Corresponding Rules.
- Experience in Agents, SLA Configuration and Routing.
- Excellent Analytical & problem-solving skills with attention to detail and Persistence, Teamwork and Communications.

**Work Experience:**

- Worked as **Lead Engineer** for **HCL Technologies Limited, Hyderabad** from **25<sup>th</sup> Jun 2018 till 27<sup>th</sup> Oct 2023**.
- Worked as **Senior Engineer** for **L&T Technology Services, Hyderabad** from **21<sup>st</sup> Nov 2014 to 17<sup>th</sup> May 2018**.
- Worked as **Software Dev Analyst** for **Dell International Services India Pvt. Ltd, Hyderabad** from **23<sup>rd</sup> April 2012 to 20<sup>th</sup> Nov 2014**.

**Education:**

- B.Tech, Mechanical Engineering, from JNTU Kakinada, India 2007 -2011

**Technical Certifications:**

- PRPC Certified System Architect (CSA)
- PRPC Certified Senior System Architect (CSSA)

**Technical Skills:**

Technology	Tools
Databases	Oracle, PL/SQL, DB2, AWS
Development/Productivity Tools	PEGA (Pega Rules Process Commander) V8.X version, BPM
Functional Areas	Application Development, Production Support
Programming Languages	HTML, CSS, JS, C, Java, Python.
Software Engineering Methodologies/Tools/Technologies	Agile, Waterfall, Scrum, Hybrid, V-Model methodologies, NetBeans IDE, UML, and DBMS.
Verticals	Finance, Healthcare, Insurance

## Professional Experience:

June 2018 to Oct 2023: HCL Technologies Limited, Hyderabad as Lead Engineer

**Worked with: Macquarie Group Limited, Houston, TX**

**December 2021 – October 2023**

**Role at client: PEGA Developer**

**Project Name: Starters, Transfers and Leavers (STL)**

### **Project Description:**

The STL project was initiated by BCBS HR to replace the current on-boarding process by a Pega implementation. The intention is to automate and streamline the then existing process of using Request Centre and manual email interactions for on-boarding of new candidates.

As part of this project major components worked on:

- Enablement of multi-level approvals.
- Automation of infrastructure access provisioning and de-provisioning.
- Automation of employment screening process.
- Users access level control.
- Integration with Organization's Document Content Management System.
- Organization's active directory and People Soft HR integration
- Interactive UX.
- A single platform for social collaboration of end users.

### **Responsibilities:**

- Driven a team of 4 developers to implement Leaver's functionality.
- Involved in inception phase to define the overall scope of project phase.
- Acted as technical consultant between Analysts and Business users.
- Mentored co-developers on technical design of functional requirements.
- Established end to end workflow for Leaver's functionality.
- Handled code migration and infrastructure related issues.
- Supported application during testing and Go-Live phases.

**Environment:** Pega RULES Process Commander (PRPC 8)

**Worked with: Delta Dental, Oakland, CA**

**September 2020 – December 2021**

**Role at client: IT External Consultant**

**Project Name: Prospect to Enrolee (P2E 3.0) Future State Project**

### **Project Description:**

This application provides the End-End solutions for the new customer onboarding process, renewals and terminations processes using Sales force and Pega workflow designs shared across multiple operations teams.

As part of this project major components worked on:

- Dashboards implementation for different departments.
- Termination and Reimplementation procedures for Implementation cases.
- Worked on the simplified workflow changes which provides the Adhoc cases creation into refined form of proposal and Implementation cases.
- UW UI Enhancements.
- Worked on Two-way communication, UW Optimization components.

### **Responsibilities:**

- Developed shared/enterprise rules and workflow components and provided software development expertise in new Pega capabilities.
- Developed/implemented the software validation procedures, programming, and documentation. This includes UI Design, database integration, services integrations, and cash flow with Pega components.
- Provided best practices guidelines to development teams.
- Analyzed defects raised by testers and identified the impact and provide the solution and review.
- Developed reporting/dash boards to the end users.
- Developed prototype to demonstrate the proposed solution.
- Integration with sales force using restful web services.
- Worked on Jira's assigned to me and help team to provide the solutions if necessary.
- Monitored the server/client-side logs to handle the exceptions and provide the solutions.

**Environment:** Pega rules process commander V8

**Worked with: UHG RDUR**

**Feb 2019 – August 2020**

**Role at client: PEGA Developer**

**Project Name: Retrospective Drug Utilization Review (RDUR) Program**

**Project Description:**

The Retrospective Drug Utilization Review (RDUR) Program is a comprehensive provider-based medication safety program designed to identify, educate, and address potential drug therapy-related issues.

**Responsibilities:**

- As part of this project major components worked on:
- Designing architecture & Data modelling, Decision Management.
- Class structure design.
- Effort estimate & Status tracking.
- Conducting DCO sessions with stakeholders.
- Brainstorming requirements.
- Identify and mitigate risks and issues.
- Providing project updates regularly to the management.
- Iteration plan meetings with Client team.
- Designing and building Application Security.
- Onshore, offshore coordination.
- Manage overall key design areas of the project.
- Working with Pega product team on hot fixes.
- Planning and implementing production deployment.
- Supporting and planning parallel development.
- Performance analysis and fine tuning.

**Environment:** PRPC V8, Oracle 10g, SoapUI, PLA, SQL Developer, Pega HC, WebSphere.

**Worked with: American Insurance Group (AIG)**

**June 2018- Jan 2019**

**Role at client: Developer**

**Project Name: AIG A-A e-Rater -American Insurance Group**

**Project Description:**

This project is for renewing the existing Policies for Auto Insurance. Auto Insurance in USA has country wide and state specific rules. In this project we had flex-based UI as front end and PEGA are at the back end that has all the state specific and country wide rules. UI interacts with PEGA through service calls. The response is sent back to UI as xml. A policy is renewed for a period and the rule existing at that time is implemented in policy renew.

**Responsibilities:**

- Analyzed the state specific requirement and effort estimation.
- Involved in Application and Class Design (Rule Sets, Work-Classes, Data-Classes)
- Created the Activities and properties creation.
- Executed the unit test cases.
- Involved in defect fixing.

**Environment:** Pega Rules Process Commander V 7

**Nov 2014 to May 2018: L&T Technology Services, Hyderabad as Senior Engineer**

**Client: Stanley Blank & Decker**

**Role: Delivery Consultant**

**Duration: Jan 2015 to May 2018**

**Responsibilities:**

- Interacted with client and internal teams to turn client requirements and transform into turnkey solutions.
- Worked on Incident Management and Change Management.
- Handled portfolio of initiatives to support organization's goals.
- Drove communication within high-performance, cross-functional organization to meet aggressive goals.

- Prepared presentations for HCL leaders to discuss in the customer call that included detailing project scope, progress, and results.
- Tracked MTTR (Mean Time to Resolve) for the tasks assigned to the teams.
- Created and maintained project documentation to drive transparency with stakeholders.
- Liaised with project managers to evaluate project scope and define milestones and deadlines.
- Served as point-of-contact to support order management and reporting.
- Collaborated with internal teams to develop project solutions resulting in on-time execution.
- Established and maintained quality performance metrics to meet objectives.

#### April 2012 to Nov 2014: Dell International Services, Hyderabad as Software Dev Analyst

**Client: CATERPILLAR INC.**

**Role: Junior Software Engineer**

**Technology: SAP ECC 6.0**

**Type: Implementation**

**Duration: July 2012 - Nov 2014**

**Responsibilities:**

- Configuration of MM organization elements - Plant, Storage Locations, Purchasing Organizations, Warehouse and assigned to overall enterprise structure.
- Enterprise Structure creation - Plant, purchase Organization, Purchase Group & Storage Location.
- Baseline configuration of creation and assignment of Plants to Company Code, Storage Locations to Plants.
- Configured the settings for MM master Data Creation like Material Master, Vendor Master.
- Configured Release procedure with classification for PR & PO.
- Configuration and creation of Purchasing Documents which includes Purchase Request (PR), Request for Quotation (RFQ), Purchase Order (PO).
- Configuration of Material types and assigned number ranges for different Material types.
- Configured the Inventory management for Goods Receipt, Goods Issue, Stock Transfer, and Account assignment for Automatic Posting, Physical Inventory.
- Worked on special procurement types like consignment process and subcontracting Process.
- Configured Automatic Account Determination, which includes configuration of Account Category Reference, Valuation Classes, and determination of G/L Accounts for Valuation Classes.

**Personal Details:**

Name: Vivek Rohit Chittiboina.

Date of birth: 08th May 1990.

Nationality: Indian.

Preferred Locations: Bangalore, Hyderabad, Chennai, Pune.

Place: Hyderabad.

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