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CAREER OBJECTIVE:

Intend to be a part of an organization that offers Professional growth, Security and an opportunity to implement my present knowledge and ideas for the growth of organization.

SUMMARY:

- Offering 9 years of hands-on expertise in designing and implementing Pega Decisioning solutions and Pega Case management applications.
- Good understanding of PEGA rules management, class hierarchy, data model, process flows, and UI rules.
- Have worked on Data Pages, Data transform to implement different business logic
- Implemented Job scheduler and Queue Processor
- Monitoring of Pega alerts using PDC
- Created Dataflows for data propagation
- Have worked on Next Best Action Designer ,Created Issues and Groups.
- Implemented different type treatments Eg : Email and Call center
- Designed Strategies to implement different Business Scenarios
- Implemented Outbound Campaign, Engagement Policy, Arbitration, Simulation
- Created actions for outbound and inbound channels
- Used Decision tables to make decisions on business requirements
- Implemented Report definition for reports for Simulation results
- Worked on Integration Connector rule Connect-REST and Service Rest Rule
- Good knowledge on security rules like access groups, access roles.
- Designed Process Flows and have good knowledge on class structure
- Product creation and Deployment
- Used PDM for Deployment and created Pipelines
- Experience in debugging tools like Tracer, Clipboard.
- Have good knowledge in Healthcare, Insurance and Telecom domain, Govt Services
- Involved in designing/understanding of applications and interacted with Clients in all phases - Requirements and Analysis, Design, Coding, Testing and UAT.
- Good understanding of PEGA Guardrails, coding standards, scalability, and reusable aspects.

PROFESSIONAL EXPERIENCE:

- ❖ Working as **Senior Application Consultant** in **Capgemini**, Sweden, from Oct,2023

- ❖ Worked as **Senior Decisioning Architect** in **British Telecom** , Bangalore from April,2020 to October 2023.
- ❖ Worked as **Senior Software Engineer** in **EY ,** Bangalore, from Sep,2019 to April,2020.
- ❖ Worked as **Technology Analyst** in **Infosys limited,** Hyderabad from Feb 2015 to Aug,2019.

EDUCATION:

- ✓ B.Tech(ECE) from Jaypee Institute Of Information Technology, Noida.

TECHNICAL SKILLS:

BPM Tools   PEGA 7.2/8.1/8.3/8.7/Infinity,23

Certifications and Trainings:

- ✓ **Pega Certified Decisioning Consultant V8.4**
- ✓ **PEGA CSA V7.2 certified**
- ✓ **PEGA CSSA V7.2 certified**
- ✓ **Trained Implementing PEGA Customer Service**
- ✓ **Trained PEGA Customer Service Foundation**

PROJECT SUMMARY :

1.Pega CDH Qualification Control Application (arbetsformedlingen)
Role : Senior Pega Developer/ Senior Decisioning Consultant
Client : arbetsformedlingen(Swedish Public Employment Service)
Duration : Oct,2023 to till date
Environment: PRPC V8.7/Infinity,23

Arbetsförmedlingen (Swedish Public Employment Service) is a Swedish state administrative authority is responsible for public employment and labor market policy activities .Here there are different case types which process different jobseekers in job market. Pega CDH is used to help case workers to make decisions on the Jobseekers profile if the Jobseeker is eligible for the programs run by Arbetsförmedlingen. CDH helps work as qualification control which derives the decisions for the jobseekers.

Roles & Responsibilities :

- As a senior Developer own the stories assigned and do the development
- Create Product file for deployment to higher environments
- Help other junior developers to complete their task
- Discussion on the User story refinement with the BA
- Look into Incidents in the queue
- Monitor Production environment to avoid any issue in Prod

2.Enterprise Decisioning (British Telecom)

Role   Senior Decisioning Architect
Client   British Telecom
Duration   Jan,2022 to till date
Environment   PRPC V8.7

British Telecom being a Telecom company wants to send out best offers to the customer. This application helps BT to dynamically decide best offers for a particular customer. Pega Decision Hub has been used to define Eligibility, Taxonomy, arbitration, and channels to send out Campaigns to the outbound customers. Inbound channel helps to give best suitable offers to the customers. Here the customer is primarily small and Medium enterprises.

3.Consumer Decisioning (British Telecom)

Role   Decisioning Architect
Client   British Telecom
Duration   Jan,2020 to Jan, 2022
Environment   PRPC V8.3

British Telecom being a Telecom company wants to send out best offers to the customer. This application helps BT to dynamically decide best offers for a particular customer. Pega Decision Hub has been used to define Eligibility, Taxonomy, arbitration and channels to send out Campaigns to the outbound customers. Inbound channel helps to give best suitable offers to the customers. Here the customer is the individual users or households.

4. Listing Application (HKEX Hong Kong)

Role   Developer
Client   Hong Kong Stock Exchange
Duration   From Sep,2019 to Jan,2020
Environment   PRPC V8.3

This is a listing Application where Hong Kong stock exchange lists companies to stock exchage. We have automated the process of listing with the help of Pega proc tool.
Previously all the process were done as a manual entries now they have got an application to save their time and in a more efficient manner they can do all the listing process at one place.

5.CLAIMS Automation and Predictive Model (CLAWS)

Role	Developer
Client	Allianz Global, Germany
Duration	Nov 2018 to Aug 2019
Environment	PRPC V7.2.2

Description :

Our client AGCS decided to automate its claim processing for some particular scenario and customers. For this we have automated the payment processing where the user shall be able to do a payment without any manual entry , except payment amount. All other details like payee name, account details etc no need to enter at the time of doing the payment.

Predictive model has been brought into the picture to get a prediction on any claim. Like if there is any chances of fraud on the claim or should it be sent for recovery etc. So with the help of service we have designed the claim creation where just after creating the claim user shall get a notification of the claim is having any type of fraud or recovery possibility.

6.CLAIM Workflow System (CLAWS)

Role	Developer
Client	Allianz Global, Germany
Duration	June 2017 to Nov,2018
Environment	PRPC V7.2.2

Description:

   CLAWS application deals with the first notification of loss portals with the help of these portals customer   insurance claims are registered on the basis of policy which has been bought by the customers. Allianz has divided its business across around ten line of business like Aviation, Marine, Mid-corp etc , for these line of businesses Allianz provide insurance to the customers. CLAWS application is being developed for different organizational entity, for now CLAWS application is being used in Germany, USA and the application is getting developed for Canada as part of its third release

Role & Responsibilities:

- ✓ Handled team from offshore, assigning tasks to team members and supported team technically.
- ✓ Involved in daily status calls with client and updated the status to onshore.
- ✓ Implemented integration to connect with external system using Connect SOAP
- ✓ Providing support to the QA team in different environments and troubleshooting.
- ✓ Worked on post upgrade tasks like lock and roll, skimming.
- ✓ Preparing Application Design Document

7. ParaMed Home Health Care, Canada

Role	Developer
Client	**ParaMed Home Health Care, Canada**
Duration	Nov 2016 to June 2017
Environment	PRPC V7.2.2

Description:

Para Med Home Health Care provides strategic consulting, healthcare analytics and promotional services to the specialty pharmaceutical and biotech industries. Para Med innovative technology and healthcare analytics are designed to maximize the commercialization plans. It supports customers by providing the Consulting, Healthcare analytics, Promotional campaigns and programs, Meeting planning logistics. Pega PRPC will help ParaMed to automate their business process.

Role & Responsibilities:
- ✓ Involved in developing activities, User Interface Rules
- ✓ Implemented Complex User Requirements Using Tree Grids, along with harness, Flow actions and Sections.
- ✓ Involved in analyzing functional requirements. Created technical documents for updating existing Flows and Flow Actions.
- ✓ Wrote SLAs to show the assignment on the exception case to resolve the case
- ✓ Created Decision Rules (When condition Rules, Decision Tree Rules, Decision Table Rules and Map Value Rules) and Declarative Expressions as per the requirements.
- ✓ Created Validate Rules for User Interface.

8.Sunlife Insurance-BAU

Role	Developer
Client	Sunlife Insurance,Canada
Duration	June 2015 to November 2016
Environment	PRPC V7.2

Description:

This project works entirely on Defect fixing of issues raised in JIRA due to continuous enhancements done on one application. The issues which were raised on some enhancement which were not fixed due to impediments are collected as a dump and the onsite testing team tests the scenarios, we development team in offshore will fix the issue and release it in sprints. It's an agile project which has continuous defect fixing in offshore and testing in onshore followed by a scrum call.

Role & Responsibilities:

- ✓ Handled team from offshore , involved in estimation call. Provided technical support to team.
- ✓ Worked on defect fixing
- ✓ Developing the proposed solution in Pega PRPC using Activities, Connect SOAP rules, Data transforms, Paragraph, Harnesses, Sections and Flow Actions.
- ✓ Implementing Client side and Server side Validations.
- ✓ Debugging issues using   Clipboard & Tracer.
- ✓ Preparing test cases and performing Unit testing.
- ✓ Documentation of analysis and code modifications
- ✓ Providing support to the QA team in different environments and troubleshooting.
- ✓ Updating JIRA and ALM as per the requirement

DECLARATION:

I hereby declare that the above mentioned information is true to the best of my knowledge and I bear the responsibility for the correctness of it.

<div align="right">Marghoob Khan</div>