Arijit Bhowmik

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PROFILE SUMMARY

CSSA certified Pega developer with 4 years of relevant Pega PRPC experience and total of 6.7 years into IT industry.

TECHNICAL SUMMARY

- Hands-on experience in the design and development of Properties, Data Transform, Data Pages, Report definitions, Decision Rules (Decision Tree & Table) as per the project requirements.
- Experienced in Activities, Flow, Flow Actions, Sections, Work List and Workbasket, Enterprise Class Structure.
- Hands-on experience in designing process flows and case SDLC and unit testing.
- Worked on Debugging and Defect fixing using Clipboard, Tracer.
- Experienced in Building and Configuring a Case management application by defining multiple stages and processes.
- Knowledge of creating Integration Connector Rules with Connect-REST, Out Bound Email Integration.

TECHNICAL SKILLS

Framework: Pega 8.x

DBMS: Oracle, DB2

Web Servers: Tomcat

Experience

British Telecom	April 2022 – March 2023
Worked as an Associate	*Gurugram, HR*
Orange Business	Oct. 2018 – March 2022
Worked as an Analyst	*Gurugram, HR*
Real Time Data Services Pvt LTD.	Nov. 2017 – Sep. 2018
Worked as a VoIP Engineer	*Gurugram, HR*
Genpact	Sep. 2016 – Nov. 2017
Worked as a Process Associate	*Gurugram, HR*

Projects

Company: BT
Client: Syngenta
Application: Network Order Management (Pega 8.4)
Project Description: This system is designed to issue final proposals through the process (workflow) for the stakeholders of the project, which would contain requirements from BRD. This application is accessible to Syngenta Project Heads to proceed with the service delivery at desired location basis proposal approval/rejection. The SRC team works on collecting inputs from the customer, project

managers, and the network design team to work on commercials. This process utilizes the most of PRPC rules to implement the application development that has completely been developed using the PRPC tool. Also, this system would help service request coordinators, commercial managers, project managers, and network designers to generate ad-hoc reports which contain service delivery start date, end date, time taken to complete, number of hours spent, rating information of devices, live issues if any, etc.

Roles and Responsibilities:
- Areas worked on: - Case Type Design, Flow, Activity, Data Transform, Validation Rules, Decision logics, Connect-REST, Outbound Email Integration.
- Analysis, design and development.
- Monitoring defect management tool, making sure the team is fixing the issues on time.
- Construct multiple use cases in parallel and performed unit testing.
- Building of a workflow that would review a request and reverse if required if the requirements were not met or if needed any enhancements.
- Building functionalities for searching of a case based on various parameters and transfer of Work Objects from one user to another based on the reporting structure of the application.

Company: Orange Business
Client: SITA
Application: POS (Point of Sale- Pega 8.4)
Project Description: SCM application provides a solution for managing requests to create, modify and/or merge SITA's accounts in the SITA Customer Master database, and provides the capabilities to manage the process flow efficiently. The request process flow into the SCM DB manages and tracks the volume of requests from various business departments; including sales, service delivery, accounts receivable, credit underwriting, and other partners throughout the SITA business. Further, the existing system provides effective work monitoring and analysis tools limiting SITA's ability to respond quickly to account change and addition requests.

Roles and Responsibilities:
- Areas worked on - UI, Flow, Decision Logic, Data Transform, Activity, Routing, Case Type Design, Decision logics.
- Involved in the requirement gathering and process analysis sessions.
- Helping team to follow PRPC best practices in all phases of Development and Unit testing.
- Coordinating with other technical and business professionals focused on building the solution.
- Writing Unit test cases and Performing Unit testing.
- Maintaining daily status reports on test execution for the respective module.
- Building business processes and supporting functions based upon identified business Requirements and use cases.

Company: Real Time Data Services Pvt LTD.
- Configuration of IP/Softphones.

Company: Genpact
- Responsible for UAT for Tizen OS.

Trainings and Certifications

Pega Certified Senior System Architect

Pega Certified System Architect

ITIL 4 Foundation

Introduction to Project Management

EDUCATION

Camellia Institute of Engineering	Kolkata, WB
Bachelor of Technology in Electronics and Communication	2016
The Assembly of God Church School	Haldia, WB
ISC and ICSE	2012

Personal Details

- Nationality: Indian
- Gender: Male
- D.O.B: 24 May 1993
- Languages known: English, Bengali, Hindi

Declaration

I hereby declare that the information furnished above is true to the best of my knowledge.