

# RESUME (CSSA Certified)



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## OBJECTIVE

To work with dedication & constantly strive for excellence and perfection in the assigned task and to be a better individual with every day by constant self-motivated learning and improvement.

## SUMMARY

- **Over 11+ Years** of experience in IT industry with Pega PRPC, .Net development.
- **Having 4.10 years** as Pega PRPC Developer, Involved analysis, design, development, testing, documentation and maintenance of **PEGA PRPC System Architect**.
- **Certified PRPC Senior System Architect** with strong experience in the development of **Business Process Management (BPM)** applications using **PRPC**.
- Experience in the area of BPM – PEGA PRPC applications. As a core team member, I have worked in the areas of PRPC which includes Flows, Flow Actions, Section rules, data model, Harness rules, Activities, Data Transform, SLA, Declaratives, Connectors, user interface design.
- Designed PRPC Flows, Assignments, Utilities, Decisions, Declarative rules.
- Worked on Integration rules like Connect-Rest, Connect-SOAP.
- Worked on validation rules (Edit Input, Edit Validate, Validate rule etc.).
- My commitment, dedication helped me to complete the tasks within a specific time and to deliver them with high quality.
- Expertise in PEGA PRPC v7.x, v8.x
- Possesses good knowledge on PRPC debugging tools such as tracer, clipboard and PLA.
- Extensive knowledge in Design, Development, Migration, Deployment and Integration of PRPC
- Excellent capability to explore, learn and understand new business domains and technology.
- Interacted with Business and end users for requirement gathering in development and issues resolution during maintenance.
- Good knowledge of agile methodology.
- Hands on experience in using the ticketing tools Service-Now, Jira.

## SOFTWARE SKILLS:

- **Operating Systems** : Windows
- **BPM Tool** : **Pega PRPC, CSSA Certified (8.6)**
- **Cloud** : AWS
- **Databases** : SQL, Oracle.
- **Monitoring Tools** : Kibana
- **Tools** : Jira

## PROFESSIONAL EXPERIENCE

- Currently Working as a Senior Pega Developer with Intelligenz IT Pvt Ltd 25- Oct 2023 to till now.
- Worked as a Senior Pega Developer with Ltech Solutions Pvt Ltd 01- Mar 2022 to 20- Oct 2023.
- Worked as a Senior Software Engineer with Entrans Technologies Pvt Ltd from 15- Sep 2021 to 25-Feb-2022.
- Worked as a Senior Software Engineer with SIA Technologies Sdn Bhd from 08-Jan 2019 to 14-Sep 2021.
- Worked as a Senior Software Engineer with MK Victory Globus Solution Sdn Bhd from 18-Sep 2017 to 17-Sep 2018.
- Worked as a Software Engineer with STT Technologies Sdn Bhd from 01-Jul 2013 to 31-Jul 2017.
- Worked as a Customer Solution Rep. with Hewlett Packard from 23-Feb 2011 to 18-Feb 2013.

## ACADEMICS

- Jaya College of Arts & Science, Chennai. May 2005 – Mar 2007 Master of Science in Information Technology
- Nagarjuna University, Ongole. Apr 2002 – Mar 2005 Bachelor of Computer Science
- Sri Vani Junior college, Ongole. Apr 2000 – Mar 2002 Board of Intermediate
- Little Star School, Ongole. Apr 1999 - Feb 2000 Board of Secondary Education

## PROJECTS UNDERTAKEN

### #1 AIG (Insurance):

**Designation: Sr Pega Developer**

**Client: Cognizant (AIG)**

**Duration: 25-Oct-2023 to Till Now**

**Environment: Pega PRPC**

**Project:**

### **Description:**

AIG is world-wide insurance based application, it provides multiple solution to the user like policy renewals, modification, and cancellation. AIG involves extensive integration with third-party rules as per industry standards, and implementation of rules-based architecture that will facilitate modifications of business rules/processes in response to changing user policies.

**Responsibilities:**

- Implementation of Decision rules like Decision Table, Decision Trees.
- Implemented Client Side and Server-Side Validations.
- Unit testing and used debugging tools like Tracer, Clipboard for troubleshooting the issues.
- Involved in defect fixing raised by testing team.
- Responsible to the implementation of the module within the specified dead line
- Preparing Application Design Document.
- Worked on analyzing the logs and fixing the issues.

**#2 UM Intake Application (Health Care):****Designation: Sr Pega Developer****Client: Truveris****Duration: 01-Mar-2022 to 20-Oct-2023****Environment: Pega PRPC****Project: UM Intake Application (Health Care)****Description:**

CMS UM Intake is an enterprise-wide solution that increases overall efficiencies of Call center process for authorization requests and inquiries via different input channels. CMS helps intake users across multiple line of business to build preauthorization requests coming from varied sources-providers, members, organizations etc.

**Responsibilities:**

- Interaction with client to understand expectations and requirements.
- Involved in development of Activities, Data Transforms, flows.
- Implementation of Decision rules like Decision Table, Decision Trees.
- Implemented Client Side and Server-Side Validations.
- Unit testing and used debugging tools like Tracer, Clipboard for troubleshooting the issues.
- Involved in defect fixing raised by testing team.
- Fixing high level issues as part of development.
- Involved in giving functional KT to testing team and Dev team.

**#3 Arbella Insurance Group:****Designation: Senior Software Engineer****Client: Arbella Insurance Group****Client Location: Kuala Lumpur, Malaysia.****Duration: 15- Sep 2021 to 25-Feb-2022****Environment: Pega PRPC**

Arbella Mutual Insurance Company is a Property and Casualty Insurance service provider. The project implementation automates the process of new business procurement across different lines of business. The The next phase of the project aims at automating the entire suite of policy transactions including Policy Change, Cancellation, and Renewal as part of automating the entire Policy Administration System

**Responsibilities:**

- Involved in creating activities, when rules and decision rules
- Involved in Integrating Services like Connect-Rest, Connect-SOAP.
- Involved in Creation of validation rules to implement business logic validation
- Implementing complete Use cases involving requirement analysis, feasibility check, and gap clarification with client.
- Coding in PEGA Rules Process Commander for the assigned tasks.
- Implementing Business Logic using Activities, Decision Rules, Process Flows, Declarative Rules, SLA, Agent etc.
- Responsible to the implementation of the module within the specified dead line
- Preparing Application Design Document.
- Worked on analyzing the logs and fixing the issues.
- Unit testing of the modules developed.

**#4 Online Insurance (B2B platform)**

**Client** : Allianz General Insurance  
**Client Location** : Kuala Lumpur, Malaysia.  
**Environment** : Pega PRPC  
**Duration** :08-Jan 2019 to 14-Sep 2021  
**Role** : Senior Software Engineer

**Project Description:**

Platform to provide Online Insurance services. This Online Insurance will provide comprehensive services for planners where they can compare products, get quick premium quotes, make payments online, download policy wordings on their clients' behalf, receive policy reminder and track their clients' insurance transactions history easily and quickly.

**Responsibilities:**

- Implementing Business Logic using Activities, Decision Rules, Process Flows, Declarative Rules, SLA, Agent etc.
- Implemented Client Side and Server-Side Validations.
- Responsible to the implementation of the module within the specified dead line
- Preparing Application Design Document.
- Worked on analyzing the logs and fixing the issues

**#5 Hospital Management System.**

**Environment** : C#, ASP.Net, MVC.  
**Role** : Senior Software Engineer  
**Duration** : 18-Sep 2017 to 17-Sep 2018  
**Team Size** : 3

**Description:**

The main objective of this application is to computerize the transactions of Hospital. This software contains modules like Pharmacy, Billing and Diagnostics. In Pharmacy module, the entire master database is entered and validated. It includes Medicine master, Medicine batch wise details, vendor master and inpatient details with company invoices, receipts, sales return

and purchase returns etc., in billing module all the master database are entered and validate. It includes doctor details, patient details, room details and staff detail etc. In diagnostic modules, all the master database is entered and validated. It includes category master, test master etc., It deals with test reports and patients.

**Responsibilities:**

- Created ASP.Net Pages with server controls and client-side validations using JavaScript → Used Grid view to extract data from the back-end Applications
- Involved in a team as Understanding the development and production environment → Utilized ADO.Net for Database connections, return data set and data reader.
- Development and bug fixing
- Developed & maintained Web Forms with ASP.Net and C#.Net.
- Assist juniors and team members regarding the requirement and technical issues
- Merge different version
- Unit testing
- Responsible for build and deployment.

**#6 EPF (eMIS):**

**Designation : Software Engineer**

**Client : eUnittrust.**

**Client : Kuala Lumpur, Malaysia.**

**Environment : C#, ASP.Net, MVC.**

**Duration :01-Jul 2013 to 31-Jul 2017.**

**Project: EPF (Electronic Members Investment Scheme)**

**Description:**

eMIS designed specifically to allows members to transfer a portion of their savings from Account 1 for investments in order to enhance their retirement savings. All investments must be made through the appointed FMIs. Members may refer to the List of Approved FMIs from the EPF website. The EPF will transfer the amount to be invested as applied by the member directly into therelevant Fund Management Institutions (FMIs).

**Responsibilities:**

- Merge different version
- Unit testing
- Responsible for build and deployment.
- Involved in a team as Understanding the development and production environment.
- Utilized ADO.Net for Database connections, return data set and data reader.

## **#7 GWM**

**Designation** : Customer Solution Rep  
**Client** : Fame Platform  
**Environment** : C#, ASP.Net, MVC.  
**Duration** : 23-Feb 2011 to 18-Feb 2013.

Project: GWM (Global Wealth Management)

GWM designed specifically to assist financial firms and their sales representatives to manage the investment holdings of their clients. It is an integrated, open architecture and scalable system which allows our partner firms, their sales representatives and clients to access and transact their investments online.

### **Responsibilities:**

- Creating the windows forms based on the client requirements and controls the machine by the program.
- Developed the application by using multiple technologies.
- Adobe Flash (CS6) for the Customer Interface.
- Specially involved for doing Action Scripts with its special controls.
- Online banking has done using Socket programming

(Naresh)