

Reddi Satyanarayana

Pega Lead System Architect

PagoNxt Merchant Solutions (A Santander Group IT Company)

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Professional Summary

- Having 18 years of IT industry experience and having 13+ years of experience in PEGA PRPC built on projects through Pega 6.3, Pega 7.2, and Pega 8.4. In Initial years of the career, 5 years of experience in building applications using Java/J2ee web technologies.
- Pega hands on development activities, upgrade & cloud migration activities.
- 2 years of hands-on experience in Pega CLM KYC framework and DX API. Also, having work experience in the BIX and Smart Investigate for Payments frameworks.
- 2 years of Architect experience in Cloud Migration Program - Google and Pega (AWS) Clouds
- Hands on experience on cloud migration assessment activities and remediation activities.
- Experience on JWT Token Authentication and Single Sign On (SSO) configuration
- Having experience in application upgrades from Pega 6.3 to Pega 7.2 and from Pega 7.1.9 to 8.3, and also from Pega 8.5.3 to 8.8.1. Recently, 8.8.5 to Infinity 23.1.2 out of place upgrade.
- Worked for around 2 years in Capgemini Financial Services Plc. Glasgow, United Kingdom.
- Worked as a Pega Architect for 2 years and 4 years as Lead. 4 years as Senior Developer.
- Worked 6 years as Senior Pega developer for a large American investment Bank (2014 to 2020).
- Experience in Healthcare product company.
- Ability to debug and fix as part of the development/support process and having experience in Case Management, Integration components (services, connectors, etc), frameworks, reporting, agents, authentication and rule resolution
- Expertise in implementing various PRPC components like Class Structure, Data Transforms, Connector SOAP, Circumstance, Decision Table, Decision Trees and Declarative Expressions.
- Handson experience on Integrations REST, SOAP, Email Listeners, JMS Listeners.
- Proficient in using debugging tools like Tracer, and Clipboard. Configuration of PDC.
- Good knowledge of using tracer, rule inspector, clipboard, creating the operator and access groups
- Having experience in preparation of daily reports, weekly reports and defect reports.
- Having experience in Investment Banking and Insurance domain.
- Good in Object Oriented concepts and having good analyzing skills.
- Good team player with good communication, analytical skills and strong interpersonal skills.
- Proficient in Pega Implementation cycle. The Implementation cycle includes PRPC, testing and bug tracking.
- Experience on developing and supporting enterprise/e-commerce applications. Experience in design of web modules.
- Expertise working with Web sphere Application Servers. Web Servers working with Apache Tomcat
- Well versed with RDBMS concepts, Oracle.
- Hands-on working in projects following Agile methodology. Story creation from the requirement. Managing Jira boards.

Professional Organizations

Period	Organization	Designation
Dec 2023 - Till date	PagoNxt Merchant Solutions (A Santander Group IT Company)	Lead Pega Developer
Sep 2022 - Sep 2023	Virtusa IT Consulting, Hyderabad	Senior Architect
Feb 2021 - Sep 2022	Capgemini UK Plc, Glasgow, United Kingdom	Senior System Architect / Lead System Architect

Aug 2010 - Feb 2021	Capgemini Financial Services, Hyderabad/Chennai	Senior System Architect
Nov 2008 – Aug 2010	Sapient Corporation, Bangalore	Senior Associate TRM Process Solutions
May 2005 – Oct 2008	iGATE Global Solutions, Bangalore	Systems Analyst
Aug 2004 - May 2005	Magna Infotech Pvt Ltd	Software Engineer

Certifications

- PDN ID: satya610@gmail.com / n369153@pagonxt.com
- Pega Certified Lead System Architect (CLSA) Part-I in Pega.
- Pega Certified Senior System Architect (CSSA) Infinity 23
- Attempted PCLSA Part-2 v8.5 and scored 59% in design.
- Pega Certified Senior System Architect (CSSA).
- Pega Certified System Architect (CSA).
- Sun Certified Java Programmer in Java 6.0.
- LEAP: successfully completed in Dec 2010.
- IGATE certified in effective communication.
- Sapient top 2nd interviewer in 2 successive quarters.
- Certificate of appreciation from the CEO for being involved in the DOS migration program.
- Nominated for R&R award under Client Focused Delivery category.

Education

- Master in Technology from Jawaharlal Nehru Technological University College of Engineering, Hyderabad, Andhra Pradesh, India.
- Bachelor Of Technology/Computer Science from Acharya Nagarjuna University, Andhra Pradesh, India.
- Post Graduate Diploma in Project Management from University of Hyderabad, Hyderabad, India.

Skills Profile

Technical	
Environment	Pega PRPC 6.3, 7, and 8, Cloud Migration of Pega Project, Pega CLM KYC framework, Pega DX API, Smart Investigate framework, Java/J2ee web technologies, Agile methodology, Jira
Database	Oracle, LDAP Server, Postgres, Sybase and DB2
Operating System	Windows XP/7/AIX, Linux

Professional Experience

Merchant Onboarding & Pega Cloud Migration	December 2023 – Till Date
Lead Pega Developer	PagoNxt Merchant Solutions (A Santander Group IT Company)

Description: Merchant Onboarding application is built on Pega CLM KYC / DX API to Onboard customers of various business lines like Corporate, Institutional and Investment Banking, Wealth and Asset Management etc.,

It manages the customer life cycle including Due Diligence checks, Risk calculation before onboarding a customer. World Check is being used for screening a customer. For a customer centric approach, customers are also being assigned smaller tasks through the sales force channel which is exposed to customers.

Parallely working on migrating the application to Pega Cloud.

Responsibilities:

Development work

- Implement User Stories and code reviews
- Application versioning and release
- Debug and fix issues as part of the development/support
- Work on pega changes pertaining to architectural changes. Example APIGEE decommission
- Participate in code reviews and ensure compliance with application quality, coding, UI and Corporate standards, including review alert logs, running pre-flight and PAL
- Ensure adherence to the Pegasystems development guardrails the original design principles
- DX API customisation
- Pega Service Request creation if required

Cloud Migration

- Pre-cloud migration activities like Modernization tool assessment and analysis.
 - Remediation plan preparation - technical.
 - Analyze and Upgrade and Migration issues
- Remediation
- AWS S3 configuration
- Prepare task list and plan of migration items
- Pega Application deployments
- Data migration
- Golden Gate CDC Pipeline support
- Pega Repository changes - Repository APIs
- Cloud Change Requests creation if required

Environment: Pega PRPC V8.8, Pega Modernization Assessment Tool, Pega CLM / KYC, DX API 1.0, REST Services, Pega Cloud, Postgres, World Check screening tool, eID verification, Salesforce.

Global Payments Investigation - Cloud Migration	September 2022 – September 2023
Pega Lead System Architect	One of the U.K.-based multinational investment banks

Description: Global Payments Investigation (GPI) is a Large Scale Pega Application built on Smart Investigate framework for handling Payment Investigations' lifecycle. This program is to migrate the Pega On-Premise application to Google Cloud. DevOps pipeline creation for deployments also included in this program. GPI's Pega Database is with around 20TB of data with various operating units across the Globe.

Responsibilities:

- Preparation/Updation of Design documents with Pega Processes for Pega Upgrade and Cloud Migration
- Pre-cloud migration activities like Modernization tool execution and analysis.
 - Remediation plan preparation - technical.
 - Analyze and Upgrade and Migration issues
- URL forwarding plan and SAML 2.0 authentication.
- Support Cloud, DevOps Automation and Data Migration teams.
- Plan testing of System Integration points and issue remediation.
- Other Pega Architect activities.

Environment: Pega PRPC V8.8, Pega Modernization Assessment Tool, Smart Investigate, Email Listeners, JMS Listeners, SOAP, REST Services, DevOps Pipeline, Google Cloud, Ora2Pg, JMS, Postgresql, and Oracle.

JetBridge 2 and CCI	February 2021 – August 2022
Pega Lead System Architect	One of the U.K based multinational investment bank

Description: JetBridge2 is a Pega application used by onboarding managers to onboard customers. The onboarding process is built on the Pega CLM KYC framework. CCI application is a rich angular UI built connected Pega through DX framework. Some tasks in the onboarding process are assigned to customers to fulfill the onboarding process via CCI application. The Angular part of the CCI application made calls via Pega DX API service calls and rendered the tasks to customers.

Responsibilities:

- Daily pega development and lead activities
- Update jira board and assign tasks to team
- Participate in defect calls and triage calls
- DX services API customization and debugging in case of issues

Environment: PRPC V8.4, CLM KYC framework, DX API customization, Java, Angular8, Windows 7, Sybase.

New Instrument Approval	January 2017 – December 2020
Lead Pega Developer	One of the U.K based multinational investment bank

Description: Onboard a new instrument request and follow the approval process till its first utilization.

Responsibilities:

- Creation of SDLC artifacts – Functional specifications document, detailed design document, Test Plans
- Outlook integration with Pega
- Creation and updating of access group
- Creating rules using circumstance
- Creation of rules sets and updating application rules
- Development of activities, decision rules, declares expressions, User Interface
- Developed repeating layouts to handle page lists data
- Code review and Performance tuning
- Analyze and fix the defects in the Quality Center
- Implemented many Enhancement Change Requests (CR's) within the Project
- Debugging with tracer to find put the root cause of issue
- Unit testing and System testing the application

Environment: PRPC V7.1SP1, Windows 7, Sybase.

TAM Incident Management	March 2014 – January 2017
Pega Lead	One of the U.K based multinational investment bank

Description: Incident management supports the incident and error correction during the life cycle of trading.

Responsibilities:

- Creation of SDLC artifacts – Functional specifications document, detailed design document, Test Plans
- Leading team and responsible for the sprint deliverables
- Outlook integration with Pega
- Creation and updating of access group
- Creating rules using circumstance
- Creation of rules sets and updating application rules
- Development of activities, decision rules, declares expressions, User Interface
- Developed repeating layouts to handle page lists data

- Code review and Performance tuning
- Analyze and fix the defects in the Quality Center
- Implemented many Enhancement Change Requests (CR's) within the Project
- Debugging with tracer to find put the root cause of issue
- Unit testing and System testing the application

Environment: PRPC V7.1SP1, Windows 7, Sybase.

Highmark Medicare	March 2013 – March 2014
Pega Developer	The Highmark

Description: The Highmark employs a custom-built customer service application, a legacy solution integrated into several back-end systems. While this proved to be successful in the past, it does not have the ability to meet Highmark's future service needs. With growing demands for multi-channel servicing, increased CRM, and the need to better integrate and manage cross-functional processes throughout the organization, it is necessary for Highmark to upgrade and expand its customer service desktop application and the proposed solution is to workflow based application in Pega. Helping clients to build workflow based CRM solutions to improve customer service representative productivity. The system would provide - Automated Call Routing to CSRs based on request, Inquiries, Service Providers, Integration with Member and Provider Portals.

Responsibilities:

- Development of Activities, Data transforms, Email Correspondence and User Interface (including field level validations)
- Consumed web services using SOAP Connector
- Developed an activity which views clipboard data in an excel.
- Developing user interface for risk ranking
- Pega guardrails comments implementation
- Execute unix commands to start/re-start pega server and report onshore if any issues
- Analyze and fix defects in Quality Center

Environment: Pega PRPC 6.1, IBM Websphere Server 6.1, Oracle

Workers Comp Electronic Data Interface (WC EDI)	February 2012 – April 2013
Technical lead	CNA

- Customer Interaction.
- Acted as Function Point Estimate SME
- Vendor (Mitchell) interaction
- Application Production support which involves solving incidents, defects and all the support activities.
- Updating all the documents, knowledge base required for supporting the application.
- Documenting all the report generation process.
- Represented the team in triage calls with Business
- Responsible for overseeing the Quality procedures related to the project
- TechBridge representation for P1 & P2 issues

Environment: Core Java, XML, RSA, Oracle, TOAD, Serena Dimensions, WCN – www.workcomp.net, Mitchell, Secure CRT, Cotrol M, Win SCP, WinSQL, Hibernate and Small Talk.

ECOLAR	April 2012 – December 2012
Project Manager	CNA

- Project plan review and updation
- Acted as FP Estimate SME
- Corporate codes Functional SME
- This project need impacts eight project groups and he coordinating all teams pertaining to ecolar
- Risks identification and also handled few risks of projects at earlier stage of project

- Prepare resource utilization and project progress charts
- IT QA and on shore coordination

Environment: Multiple technologies – Java/J2ee, Mainframe. Functional clusters: Claims, Policy admin and Payments.

Special Claims Handling Instructions	July 2011 – January 2012
Project Lead/Manager	CNA

- Responsible for end delivery of product
- Identify gaps between requirements and prototype
- Coding base modules like login, LDAP authentication
- Design document preparation for few modules - both HLD and LLD
- Coordinate team and represent triage calls with client
- Mentor team in resolving technical issues
- Prepare and share status report to client
- FP Estimates and plan preparation
- Code repository maintenance
- Involved in database design

Environment: Java, JSP, Webservices, XML, RSA, Oracle, SQL Developer, Control M, Serena Dimensions, and Hibernate.

LISA	August 2010 – July 2011
Technical Lead	ING Visya

- Estimate CRs
- Responsible for final deliverables
- Coding and defect fixing

Environment: Java, JSP, LISA Framework MVC based, Webservices, XML, Oracle, TOAD, MKS, and Hibernate.

DCG Training on Derivatives	September 2009 – July 2010
TRM – Derivatives domain	Sapient - Derivative Consulting Group

Roles and responsibilities:

- Identify bottlenecks encountered with current financial systems in one of the biggest investment banks. Reconcile the documents in backend operations.
- Sapient: TRM Trainee-Underwent Sapient DCG Academy training comprising of following modules:
- Introduction to Financial Market and Investment banking
- Interest Rate Derivatives
- Trade Processing
- Credit Derivatives
- ISDA Master Agreement
- Equity Derivatives

Environment: DB Ticket, Imagine GED, Xenomorph, MS Excel-Macros.

Sprint 2.0	December 2008 – July 2009
Technical lead	Sprint

- Mentor team resolve technical issues
- Responsible for developing a common framework for Exception handling, Logging.
- Code reviews with respect to the above mentioned components.

Environment: Java, JSP, Struts, Hibernate, WSAD, Oracle, Resultspace2, Windows XP, Websphere.

SMART	January 2008 – October 2008
Team Lead	A Union Bank of An America's State

- Individual contribution from offshore
- Interacting the client through conference calls for resolving project issues
- Analyzing the ticket/CR and effort estimation
- CR implementation and address incidents.

Environment: Java, JSP, EJB, WSAD, Webservices, Oracle, TOAD, and MKS.

On-Line Mortgage Systems(OLMS) - DOS Migration	September 2006 – December 2007
Senior Developer to Team lead	Royal Bank of Canada

- Requirement gathering and documentation
- Project Deliveries, Triage calls with RBC in UAT phase of the project
- Design a module using Rational Rose. HLD and Prototype development based on the BRD
- Prepare low level design document
- Handled Transfer Module.

Environment: Java, J2EE, Struts, EJB, RAD, IMS Connector, MQC, Citrix, Rational Rose and CVS.

SITX-Admin	October 2005 – July 2006
Senior Developer	Califonia Govt., USA

- Analysis of functional specs provided by client, Prototype preparation.
- Maintenance of question tracker.
- Design and Development.
- Coding using Java and Struts Framework.
- Maintain best practices for smooth execution of the project.
- Maintain Lessons Learnt document.
- Version manager – merge and baselines
- Writing JUnit test cases and peer testing.

Environment: Java, J2EE, ePartner, Web Logic, Oracle, Struts, JUnit, Custom tag development and Hibernate.

GEMA – TAO product	May 2005 – October 2005
Senior Developer	TAO

- Prototype development in html/javascript for low level design given
- Coding in Java, JSPs and TAO common framework
- Organize project document repository and update status to client
- Taking Backups and controlling versions.
- Maintain Lessons Learnt document.

Environment: Java, J2EE, Oracle, Tomcat, Common controls, JDBC.

Blue Pages	December 2004 – March 2005
Developer	IBM

- Coding and Defect fixing
- Maintaining defect tracking system

Environment: J2ee, Struts, LDAP, MQSeries, DB2, Applets, Trevy, XML, SAXP, Web Sphere 5.1, WSAD, Windows XP, and Windows AIX.

Summary of Projects

Customer Identification Program

August 2013 – February 2014

Customer Identification Program - Risk Ranking, Access the bank's Compliance with the statutory and regulatory requirements for the Customer identification Program.

The CIP Intended to enable the bank to form reasonable belief that it knows the true identity of each customer. The CIP must include account opening procedures that specify the identifying information that will be obtained from each customer. It must also include reasonable and practical risk-based procedures for verifying and identifying each customer. So the Bank is conducting a risk assessment of the customer base and Product offering, and determining the risks.

WorkerComp EDI

February 2012 – April 2013

WCEDI application is a system which receives claims from claims center and ACT and produces First Report of injury, Subsequent Report of injury & Medical Bills to state jurisdictions. This system is responsible for generating MTC for state reports. The main purpose of WC-EDI is to generate reports for the ROES Vendor which specializes in the reporting of work's compensation claims to the jurisdiction of the claim.

ECOLAR

April 2012 – December 2012

Managed ECOLAR project with members team – a corporate codes extension project which need more client communication and team co-ordination.

Special Claims Handling Instructions (SCH)

July 2011 – January 2012

SCH is a J2ee web application to create and maintain special handling instructions for Commercial & Specialty Insurance lines. Each handling instruction is associated to an account and policy data from enterprise customer data source (AIPS). The biggest challenge in this application is to integrate the commercial and speciality lines from the other CNA systems.

LISA

August 2010 – July 2011

LISA is designed to support the customer processes in the branches. The goal is that the employee can directly support the customer with a single application. Using LISA, the ING employee can retrieve the customer and product data. ING offers the customer a new product (like credit card, package, student account etc) or extended service (replace credit card, reissue pin code etc) for existing products utilizing the data provided by LISA. LISA supports all conversations about all products from payments to securities without any use of paper documents. For more "advice intensive" products like mortgages, the customer will be directed to a specialized advisor.

Sprint 2.0

December 2008 – July 2010

Technical lead

Sprint.com is the ecommerce website used by Sprint Nextel mobile company in the US. This project aims at merging all the various applications related to Sprint under a common platform. The project is divided as My Sprint, ecommerce, Support & Community, Tools & Content. This project involves extensive development and data migration from the existing Sprint.com website.

DCG Training on Derivatives

September 2009 – July 2010

TRM – Derivatives

Identify bottlenecks encountered with current financial systems in one of the biggest. Research oriented.

TRM Trainee-Underwent Sapient DCG Academy training comprising of following modules:

SMART

January 2008 – October 2008

Team Lead / Systems analyst

SMART is basically a sales management tool, data from various systems can be used for promoting sales. SMART is a web based application which is available through the intranet to the bank personnel, and to the other related departments like Sales, Marketing etc. SMART allows the bank employees to work with the existing as well as

future customers for establishing the customer profiles. Various legacy computer systems provide data to SMART either directly or from the data warehouse.

On-Line Mortgage Systems (OLMS) - DOS Migration

September 2006 – December 2007

Senior Developer-Team lead / Systems Analyst

OLMS system deals with the complete lifecycle of Mortgages in RBC from Creation of a mortgage loan to closure. RBC is changing the user interface of all DOS workbench applications to browser-based interfaces. While browser-based applications will have a different look and navigation from the DOS workbench green screens, the functionality will remain the same. Broadly it can be classified into 4 layers as Struts, local EJB, Service Adapter EJB and the backend.

SITX-Admin

October 2005 – July 2006

Senior Developer / Sr. Software Engineer

This solution is about providing tools to manage Safety inspection programs for the department of public safety. This project involves development of an administrative interface to manage the various entities and provide different views to various stakeholders in the system and to analyze/migrate the data that has been already collected onto the oracle database.

GEMA – TAO product

May 2005 – October 2005

Senior Developer

TAO has an existing product in the domain of public Administration. This product is client server based using C and Oracle as the database. TAO wants to enhance this product functionally and technically. TAO wants to create a new web product with the existing functionality and add new functionalities to cater to the public Administration domain.

Blue Pages

December 2004 – March 2005

Developer

Blue Pages is an Employee Tracking System. It keeps track the details of the employees like employee Contact information, Patents, Skills, Responsibilities, etc. Specifically, they are using struts framework for i18n.

Training and Seminars

- Completed internal PMP training on December 6th 2012.
- LEAP in Capgemini: successfully completed in December 2010.
- Trained in PEGA.
- Sapient: TRM Trainee-Underwent Sapient DCG Academy training comprising the following modules:
 - Introduction to Financial Market and Investment banking.
 - Interest Rate Derivatives.
 - Trade Processing.
 - Credit Derivatives.
 - ISDA Master Agreement.
 - Equity Derivatives.
- Participated in a 3-day workshop on Weblogic8.0 server by the Bea team.