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Pega Certified System Architect (CSA) , Pega Certified Senior System Architect (PCSSA),
Certified informatica developer 8.6 version
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EXPERIENCE SUMMARY:

- 10+ years in IT industry experience. Working with various business applications/teams/Domains including eDoc application, Pega IPI (Implementation process management)/ Implementation management /CSS Retail / MedRec / CIS /UM Criteria Development tool/ Claims and Benefits
- Have the drive and ability to learn quickly new technologies, Frameworks and have strong systems Troubleshooting skills.
- Experience in gathering requirements and analyzing business requirements and worked on project methodologies like Agile/Scrum.
- Involved in development of Data Model, Process Flows, Activities, Activity Step Methods, and User Interface (UI).
- Excellent understanding of various types of pf Rules like Correspondence Rules, Agents, Integration Rules.
- Experience on Implementation of various PRPC components like Decision Rules, Declarative Rules, Validation Rules etc.
- Experience in creating Flow actions and developing rich UI's using Harness, Layouts and Sections.
- Good knowledge on using debugging tools like Clipboard, Tracer and SMA for debugging, PAL for performance analysis.
- Professional experience in ETL Informatica Development, Oracle, db2, Teradata, SQL program for industries like Health Care, manufacturing, human resource, retail, finance, etc.,
- Experience in extraction of data from various Heterogeneous sources (Relational database, Flat Files, XML, and Excel, to load into data warehouse/data mart targets.
- Experienced in Performance Tuning of sources, targets, mappings, transformations, and sessions.
- Database experience using Oracle, Teradata, DB2, TOAD SQL client tool, SQL, SQL*Plus, SQL*Loader.
- Extensive development, support and maintenance experience working in all phases of the Software Development Life Cycle (SDLC).
- Experience in Modeling Transactional Databases and Data Warehouses Data Modeling using Erwin.
- Good exposure to Development, Testing, Debugging, Implementation, Documentation, End-user training and Production support.
- Working knowledge on UNIX shell scripts for scheduling, process Automation and periodic job scheduling.

Education Qualification:

    Bachelor's Degree: 1990-1995 (Karnataka University)

    MS in Computers: 2007 – 2009 (Herguan University)

Technical Summary:

Tools	Pega 8.x. Pega 7.x, Pega 6.5.x, Informatica Power Center 9/8.6/ 8.5/8.1/7.x/6.x [Repository Manager, Designer, Server manager, Workflow Monitor, Workflow Manager], Power Exchange 8.5/Power Mart 6.2/6.1/5.1.x/4.7.
RDBMS	Oracle 10g/9i/8i/8.x, DB2, Teradata, SQL Server 2008 R2 V10.5
DB Tools	TOAD 9.0.1, SQL*Plus, PL/SQL Developer 7.1.4.1390
Modeling Tools	Erwin 4.0
Other Tools	Knowledge on OBIEE, Cognos, Tableau, Business Objects XIR3/R2, Webi, Crystal Reports 11, Xcelsius, MicroStrategy, QlikView, Kafka.
Languages	SQL, UNIX and knowledge on PL/SQL, Shell Scripting, Perl Scripting, J2EE (JSP, Servlets, EJB, XML, Java), .Net, Python
BPM Tools	PRPC version 8.1.x, Pega 7.4 /Pega 6.5, PEGA Direct Capture of Objective(DCO)
Cloud Computing	AWS and Azure

PROFESSIONAL EXPERIENCE:

Company   : Centene   **Duration: Oct2022- Present**
Application: :Claims and Benefits
Role   : Pega
Developer/Production Support
Location   : St. Louis, Missouri/ Remote

Description:

Centene is dedicated to serving people life day-to-day operations. Focusing on wellness is a central element of healthcare programs for individuals and families. Centene Corporation serves as an intermediary for government-sponsored and privately insured health care programs and products and services, primarily through Medicaid, Medicare, and commercial products committed to helping people live healthier and provides access to high-quality healthcare, innovative programs and a wide range of health solutions that help families and individuals get well, stay well and be well.

Responsibilities:

- Involved in designing and development of software using agile development practices, test driven development.
- Worked on development on SPRINT wise stories and analyzed the requirements.
- Implemented Activities, Data Transforms, Data pages, Declare on Change.
- Created of Activities, steps for implementing core business logic.
- Collaborated with business analysts and end users to understand project requirements and translate them into Pega UI designs.
- Optimized UI performance and responsiveness for different devices and browsers.
- Conduct thorough testing of UI components to ensure high quality and seamless integration with backend systems.
- Worked in flow actions (local and connector), Activities, UI changes including section and harness.
- Worked on user interface using Harness, section, flow action rules and developed various screens/popup windows.
- Helped in Ruleset Allocation, product creation and rule deployment activities.
- Collaborated with the development team to integrate UI components with Pega rules and business processes.
- Troubleshooted and debugged the UI-related issues, ensuring timely resolution. Stay up to date with the latest trends and technologies in UI development and incorporate them into the design process.
- Worked on report definition for fetching results from multiple classes by using join conditions.
- Created POC for the summary reports and recommended application redesign and performance improvements.
- Analyzing the root cause and debugging the issues to fix the defects.
- Worked with Pega UI Kit and Pega skinning capabilities.
- Familiarity with Pega Case Management and Decisioning frameworks.
- I have Knowledge of UX design principles and best practices.
- Design Case manager, user portals and involved in development of Harness, section, and layout.
- Extensively used debugging and performance tools like clipboard, tracer, and system management application (SMA).

Environment: Pega Designer Studio 8.4.1, Oracle, Toad for Oracle 13.1.1.5, SQL developer, Jira v8.5.4, MS Office 2013

Company   : Bank of America   **Duration: Nov2020 – Oct2022**
Application   : eDoc application
Role   : Pega Developer
Location   : Jersey City, NJ/ Remote

Description:

Settlement and Account Closing and eDoc application.

Settlement and account closing and eDoc application were designed to support the post closer activities required for the Private Bank's Trust Accounts. These applications features include the automation of the existing business processes into PEGA for the workflows such as account termination. Account Closing, Generation of skipping Tax and wire Transfer Profile authorization.

Complaint technology/ Complaints Intake

Complaints intake is one of the applications where customers or non-customers can raise complaint case on the product related type there are many products- regular saving, money market savings, home equity line of credit, regular savings, regular checking, advantage savings, Account not available. Customer raise complaints on bank employees or the services related issues like online banking, mobile banking, ATM, Location service or the complaint can be process related issues ie. Account/loan issue, Credit/Debit/ATM, Statements/ Documents /Letters/ Checks, Payments /Payoffs, transaction process and promotions/rewards and
offers.

Responsibilities:

- Involved in designing and development of software using agile development practices, test driven development.
- Worked on development on SPRINT wise stories and analyzed the requirements.
- Created a workflow to ease the process of facilitating Settlement and Account Closing and eDoc application.
- Created rule set designing and class structure designing.
- I have Designed, developed, and implemented user-friendly and responsive UI components for Pega-based applications.
- Created visually appealing layouts, forms, screens, and widgets using Pega's UI technologies.
- Assessed and debugged SQL connectors from external databases.
- Analyzed current workflow and recommended optimization to cater to business users.
- Created activities to support business logic implementation.
- Customized and enhanced existing Pega UI components to meet specific project requirements.
- Implemented best practices for user experience (UX) design and ensure consistency across multiple applications.
- Implemented Activities, Data Transforms, Data pages, Declare on Change.
- Worked on report definition for fetching results from multiple classes by using join conditions.
- Extensively used debugging and performance tools like clipboard, tracer, and system management application (SMA).
- Involved in Analysis, Designing, Developing and unit testing in the Pega.
- Design Case manager, user portals and involved in development of Harness, section, and layout.
- Worked on user interface using Harness, section, flow action rules and developed various screens/popup windows.
- Helped in Ruleset Allocation, product creation and rule deployment activities.
- Created POC for the summary reports and recommended application redesign and performance improvements.
- Worked in flow actions (local and connector), Activities, UI changes including section and harness.
- Analyzing the root cause and debugging the issues to fix the defects.
- Involved in creation of validation rules to implement business logic.
- Creation of Activities, steps for implementing core business logic.

Environment: Pega Designer Studio 8.4.1, Oracle, Toad for Oracle 13.1.1.5, Jira v8.5.4, MS Office 2013, MULE, CMT Smart CICD 2.1,

Company   : CVS Health (PBM)   **Duration: Jan 2016 – Oct 2020**
Application: Implementation Management (Pega)/ CSS Retail/ UM Criteria Tool/ MedRec/ CIS
Role   : Pega Prod
Support Location: Buffalo
Grove, IL

Description:

Implementation Management (Development/Production Support)

CVS Caremark is investing significantly in the IPI (Implementation Management) program in 2014 to improve the implementation process for New or Existing Clients.
New Client Implementations or changes to existing Client Implementations require coordination between the client and up to/ more than 27 functional areas Within CVS Caremark.
Each functional area has unique tasks and timing during each phase of the implementation process, including requirements gathering (Collect), Build, Test, and production (Deploy).
50+ forms, word documents, excel files and well as multiple emails and phone calls support the Implementation Process today.
Mission: To build quality driven solutions and automation to support the implementation of client change and benefit build with continual improvements of new and existing processes
Objectives: IPI 3.0 is continuing the path to automation and standardization for the Implementation process by focusing on four core elements:
1) The build out of a standard automated benefit build process. 2) Developing eforms and store data in a central repository for all Functional Areas use.3) the integration of SFDC with select CVSC home grown systems from across the implementation

workflow.4) the management of new and existing business through the SFDC workflow management tool.

Medication Reconciliation (MedRec): (Previous Project)

1. CVS Care mark receives a patient/ member discharge summary (Patient demographic info, diagnosis, and medications etc) from the affiliated hospitals in the form of Fax or email.
2. Users will be entering member or patient information manually and also will be matched against patient records in an external medication history database (an example of such a database is Sure Scripts).
3. CVS Caremark users find the pharmacist availability and schedule a call to the member/patient. Pharmacist will be notified to contact member.
4. Pharmacist will proactively reach out to the member walk through the member's history and do the assessment making sure member is following medications etc. Pharmacist advice health tips to avoid cost to member going back to hospital.
5. Users will generate a care plan through pega with a PDF document and care plan will be sending out to members through Fax or mail.

Clinical Intelligence System (CIS): (Previous Project)

CVS Caremark has a large inventory of clinical programs that are offered to clients. This inventory executes in multiple environments that is not very cost effective to the business. This track will be responsible for implementing enhancements to improve workflow and user interface for PBM users to administer Clinical programs. CIS mainly deals with communication.

between Member, Prescriber and lab processing applications with approval or denial of case created, this deals with incoming fax and cases created in retro DB will be picked up by CIS Pega and will each case in the Pega workflow.

Responsibilities:

- Worked with the Business Leads and Business Analysts to define business requirements and develop them.
- Integrated with external systems to retrieve or send data using Connect SQL, Connect SOAP, Service SOAP.
- Coded various PRPC activities, Data Transformations, Flow Actions, Assignments, Declarative rules.
- Experience in application deployment development cycle and release management
- Created Process Flows and Properties based on requirements.
- Worked on PRPC user interface development, Sections, Harnesses, Flow Actions developing Web-Based UI's.
- Followed PEGA Guardrails in implementation of the application.
- Experience with Debugging application using Pega Tracer Tool, Clipboard, performance testing using PAL tool and used Log Files.
- Participated in sprint planning sessions with the Agile development team to understand and refine specifications. and requirements based on technical needs stemming from new operational demand or enhancements to existing services/applications.
- Created Rulesets, Agents, and Classes for the application.
- Experience in implementing PRPC application including Pega Decisioning and Case Management implementation.
- Created rules like Properties and Activities for the concern Classes.
- Involved in testing of application using PRPC tools like Rules Inspector, Clipboard and Tracer.
- Performed unit, integration, and user acceptance testing.
- Implemented and sending correspondence to different work parties using Notify shape and activities.
- Involved in Designing, Technical documentation and testing different scenarios.
- Worked with user to resolve HPSM/ Service now tickets within the SLA period. Investigate and summarize major incidents and pursue follow ups to improve incident detection and faster resolutions.
- Monitored all the alert logs and pega rules logs in the production to identify any critical issues which may cause performance issues.
- Supported Post-Production activities and defect resolution.
- Used SQL developer and Toad to retrieve data from the backend Oracle Database.

Environment: Pega Designer Studio 6.5 /Pega 7.4, Oracle, AWS, Teradata (Benefit Builder), CVS Rx claim, Sales force/ CRM Application, PDC5 (Predictive Diagnostic Cloud), AES (Autonomic Event Services), Tableau, Service Now, Xmatters, MS Office 2013

Company: CVS Health (PBM)   **Duration: March 2013 – Jan 2016**
Application: Medication Search Tool (MST)
Role: Sr Analyst (PBM) Location: Northbrook, IL

Description: The Medication Search Tool (MST) exists within the Aetna computing environment. This tool (alternatively known as the Formulary Search Engine (FSE) tool) is available to both authenticated and unauthenticated users through

Aetna.com. The MST enables users to easily search and access Aetna coverage information for medications. Additionally, the tool provides information that allows Aetna to educate constituents (e.g. members - current and prospective; providers; plan sponsors; drug manufacturers; regulatory and accrediting agencies, etc) such that they or their members can fully understand the drug coverage provided under Aetna pharmacy benefit plans, as well as understanding cost-effective coverage alternatives or coverage limitations.

Responsibilities:

- Develops and documents complex business, analysis, and reporting requirements.
- Partnering with Executive Management & Re-engineering Leadership to review project priorities and progress with stakeholders, conduct stakeholder meetings, and review revenue performance of projects in the pipeline.
- Conducts focus groups, process observation, and information gathering as necessary.
- Provides data for leadership to make decisions of considerable impact and consequences involving quality operations.
- Defines acceptance criteria for each project deliverable, works with the team(s) to establish delivery dates, and ensure they meet all customer acceptance criteria, securing sign-off on each delivery. Experience with coordinating and responding to data calls, taskers, and requests for information from clients.
- Defines acceptance criteria for each project deliverable, works with the team(s) to establish delivery dates, and ensure they meet all customer acceptance criteria, securing sign-off on each delivery.
- Review current performance of the complete Optum Executive Health resource business and work with executive leadership to identify business objectives, set goals & milestones for long term and short term. Setup review mechanism to track performance at regular intervals.
- Employed performance tuning in power center at the Target, Source, Mapping, Session, and System levels, by utilizing indexes, shared and persistent lookup caching, session partitioning and pushdown optimization and used Debugger to debug the complex mappings and fix them.
- Worked on implementing business rules by creating informatica transformations using source qualifier, lookup (Connected, unconnected, active, and passive), joiner, union, sorter, aggregator, rank, normalizer, filter, expression, router and update strategy.
- Created reusable Power Center components such as mapplets for reusability in multiple processes.
- Working knowledge on UNIX, including file handling and knowledge on shell scripting.
- Monitors systems capacity and performance, plans and executes disaster recovery procedures, and provides Tier 2 technical support Imported Data from relational database into SAS files per detailed specifications.
- Responsible for the development and maintenance of SAS Information Maps for Analytics and Business forecasting Team
- Extracting data from different sources like Flat files, External files and transforming the data based on Business requirements and loading into MST DB (DB2) target database.
- On call support for every other week.

Environment: Informatica Power Center 8.6.1/9, DB2, CVS Rx claim (Adjudication Engine) (AS/400 A BOX)
SQL plus, MS Excel**,** SQL, TOAD 8.5/8.6, Excel 2003, 2007), SFDC, Client Care Access (CCA), Clinical Maintenance Tool(CMT), Enterprise Common Services (ECS), Rx Navigator, Teradata (Benefit Builder), TWS Maestro, ECS, RECAP/QL/ AS 400 (Rx Claim), shell scripting, Web Services (IBS), Ultra-Edit,

Company   : Truven Health Analytics   **Duration: Oct 2012 – Feb 2013**
Project Name   : CRM Marketing Analysis
Role   : Sr. Informatica Developer
Location: Chicago, IL

Description: Truven Health Analytics delivers unbiased information, analytic tools, benchmarks and services to the healthcare industry. Hospitals, government agencies, employers, health plans, clinicians, and pharmaceutical companies have relied on its solutions for over 30 years. Truven Health Analytics combines deep clinical, financial and healthcare management expertise with innovative technology platforms and information assets to make healthcare better, collaborating with customers to uncover and realize opportunities for improving quality, efficiency, and outcomes

Responsibilities:

- Created complex mappings using Unconnected Lookup, Sorter, Aggregator, newly changed dynamic Lookup and Router
- Prefinance tuning of the informatica mappings using various components like Parameter files, Variables and Dynamic Cache.
- Ability to perform root cause analysis, performance monitoring and application related issues.

- Developed data mapping for Sources, Targets, and Business Transformation rules.
- Creation of Transformations like Lookup, Joiner, Rank and Source Qualifier Transformations in the Informatica Designer.
- Analyzed the functional specs provided by the Functional Manager and created technical design documents for all the mappings.
- Involved in pearl scripting to automate the file pattern, break up into multiple files and informatica workflows.
- Developed mappings for slowly changing dimensions (Type I, II) and Facts using Informatica tool and participated in Pearl scripting and flow chart.
- Used SQL and PROC SQL for ad-hoc report programming and creation of ad-hoc reports for marketing research data.
- Used different Data Warehouse techniques like Star-Schema, snowflake schema.
- Created various active & passive transformations like Expression, Lookup, Filter, Ran Aggregator, Router, Update strategy, Stored Procedure, Joiner etc.
- The project called for extensive work using the Informatica tool involving - Source Analyzer, Warehouse designer, Mapping. designer & Mapplet and Transformations.
- Developed Mapplets and Reusable Transformations for calculated business units.
- Worked extensively in tuning SQL identifying and resolving tuning issues.
- Involved Quality control process purely in Oracle PL/SQL that maps to the National file and based on last name, first name and zip code.
- Tested the target data against source system tables by using SQL scripts /PL/SQL procedures.
- Environment:

Environment: Informatica Power Center 8.6, QlikView, Orade10g, SQL Server data warehousing, Putty, UNIX shell scripting, TOAD, Peal Scripting, Ultra Edit, Agile

Company: AMGEN   **Duration: Sept 2011 - Oct 2012**
Project Name: EDW
Role   : Informatica Consultant
Location: Thousand Oaks CA

Description: Amgen discovers, develops, manufactures, and delivers innovative human therapeutics. Amgen therapeutics Have changed the practice of medicine, helping millions of people around the world in the fight against cancer, kidney diseases, Rheumatoid arthritis, bone disease, and other serious illness.
The main objective of the contract sales system data mart is to support sales representatives with physicians and hospitals Contract information. Sales, Marketing & contract information was collected from different tests conducted on the subjects. Data mart helps build monthly Sales report for every professional or organization in contract.

Responsibilities:

- Created reusable transformations and mapplets to use the transformation logic in multiple mappings.
- Designed and Developed the Informatica workflows/sessions to extract from My-SQL Data Base, transform and load the data into oracle.
- Worked on Repository manager to create and manage user profiles and used Repository manager extensively while migration the code from development to production and compared both codes.
- Implemented performance tuning of Sources, Targets, Mappings and Sessions by identifying bottlenecks and used Debugger to debug the complex mappings and fix them.
- Strong ability to write SQL queries using PROC SQL
- Wrote SAS programs in UNIX platform.
- Involved in the development of a management reporting system which used a web front end to generate user queries.
- Developed standardized web reports using SAS BI suite of tools.
- Responsible for the development and maintenance of SAS Information Maps for Analytics and Business forecasting Team
- Generated reports using Web Report Studio on the sales data as per the client requirement.
- Assisted in the design & maintenance of client reporting pages delivered through the SAS Information Delivery Portal
- Created new datasets from raw data files using Import Techniques and modified existing datasets using Set, Merge, Sort, Update, and conditional statements.
- Validated, documented, and tested component programs in an efficient manner for inclusion in integrated reports.
- Performed complex statistical analysis using PROC MEANS, PROC FREQ, PROC UNIVARIATE, PROC REG, and PROC ANOVA
- Used SQL and PROC SQL for ad-hoc report programming and creation of ad-hoc reports for marketing research data.
- Strong skills in Data Analysis, Data Requirement Analysis, and Data Mapping for ETL process
- Created different transformations for loading the data into targets using various transformations like Source Qualifier, Joiner transformation, Router, Update Strategy, Lookup transformation, Rank Transformations, Expressions, Aggregator, and Sequence Generator.

- Implemented Type II slowly changing dimension to keep a full history of dimensional data in the table.

Environment: Informatica 8.6, Oracle 9i, UNIX, DB2, Teradata, Flat files, MS Excel, TOAD 8.5/8.6

Company   **: PETCO, San Diego, CA**   **Duration: June 2011-Aug 2011**
Project Name: EDW (Enterprise Data Warehouse)
Role: **Informatica Developer**

PETCO is a chain of retail store that offers pet supplies and services such as grooming and dog training. PETCO has over 1,000 Locations in 50 states. This project involved a solution for integration, building EDW and Reporting point of sale data to Analyze the product sales which will help management team to know customers interest to offer promotions, packages, Coupons, rebates and also to track the business performance.

Responsibilities:

- Worked closely with the Applications Development and Project Management teams coordinating, scheduling, and implementing.
- Translated business, and functional requirements into technical document specifications.
- Create/Maintain database stored procedures, functions, packages, views, types, tables.
- Responsible for the Technical Support for the environments and interacting with internal and external I T and user personnel.
- As per Fulfillment requests (FR) migration of objects in all phases (DEV, QA and PRO) of project and helped developers to maintain system when in production.
- Ensures proper configuration of the Power Center Domain components and create, backup, restore for Informatica Repositories.
- Created reusable transformations and mapplets to use the transformation logic in multiple mappings.
- Build complex transformations for loading the data into targets using various transformations like Source Qualifier, Joiner Transformation, Router, Update Strategy, Lookup transformation, Rank Transformations, Expressions, Aggregator, and
- Created and reviewed the conceptual model for the EDW (Enterprise Data Warehouse) with business users.
- Implemented Type II slowly changing dimension to keep a full history of dimensional data in the table.
- Extracting data from different sources like Oracle, Flat files, External files and transforming the data based on Business requirements and loading into Oracle target database.
- Responsible for performance fine-tuning of SQL queries for better performance.

Environment: Informatica Power Center 8.6. 1, Oracle 10g/11 i, DB2, SQL plus, Data Modeling, SQL Server2008 R2, UNIX, Teradata V2R6, SQL loader, Agile, TOAD 8.5/8.6

Company   **: CVS, Rhode Island**   **Duration: June 2009 – June 2011**
Project Name   **: EDW (Enterprise Data Warehouse)**
Role   **: Informatica Developer**

Description: It is the second largest pharmacy chain in the United States with approximately 7,027 stores. As the retail pharmacy division, it sells prescription drugs and general merchandise, including over-the-counter drugs, beauty products and cosmetics, film and photo finishing services, greeting cards and convenience foods through their CVS/pharmacy retail stores and online through CVS.com.

This project involved a solution for integration, building EDW and Reporting point of sale data to analyze the product sales which will help management team to know customers interest to offer promotions, packages, coupons, rebates and also to track the business performance.

Responsibilities:

- Worked closely with the Applications Development and Project Management teams coordinating, scheduling, and implementing.
- Responsible for the Technical Support for the environments and interacting with internal and external IT and user personnel.
- Created different transformations for loading the data into targets using various transformations like Source Qualifier, Joiner transformation, Router, Update Strategy, Lookup transformation, Rank Transformations, Expressions, Aggregator, and Sequence Generator.
- Created reusable transformations and mapplets to use the transformation logic in multiple mappings.

- Worked on Repository manager to create and manage user profiles and used Repository manager extensively while migration the code from development to production and compared both codes.
- Implemented performance tuning of Sources, Targets, Mappings and Sessions by identifying bottlenecks and used Debugger to debug the complex mappings and fix them.
- Implemented Type II slowly changing dimension to keep a full history of dimensional data in the table.
- Designed and Developed the Informatica workflows/sessions to extract from My-SQL Data Base, transform and load the data into oracle.
- Incumbent will troubleshoot any issue to determine root cause of the problem and recommended solution to ensure outcome is accepted by the business.
- Ran Daily, Weekly and Month reports as the user requirements.
- Extracting data from different sources like Oracle, Flat files, External files and transforming the data based on Business requirements and loading into Oracle target database.
- Worked with UNIX system to run patient claims.

Environment: Informatica Power Center 8.6.1/8.1, Oracle 9i/10g, SQL plus, PL/SQL, Windows 2000, SQL, Dynamic SQL, SQL loader, TOAD 8.5/8.6, Excel (2003, 2007)