

**PAVAN KUMAR CHINTA**

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**Professional Summary:**

* Having around 9+ years of experience in Design and development of large-scale Business Process Management (BPM) and Business Rules Engines (BRE) applications using PEGA Rules Process Commander (PRPC).
* Played a key role in the development and optimization of Pega applications, resulting in improved efficiency and reduced operational costs.
* Acted as a liaison between the technical team and non-technical stakeholders, ensuring effective communication.
* Participated in Pega community forums and kept up-to-date with the latest Pega developments and best practices.
* Experience as a Pega Developer in writing, debugging, creating flowcharts, coding, and documenting programs and with Business Rule Engine, Business Process Management process for Pega Rules Process Commander (PRPC).
* Extensive knowledge on Agents (Standard, Advanced) Process and development
* Hands on experience on Case Types, Flows, Class Hierarchy, Activities, Integrations, Flow Actions, Harness, Section, Decision rules, Declarative rules, and SLA’s.
* Hands on experience on File Listeners, Agents, Job Schedulers, Queue processor, PEGA Automation, Connect REST, SOAP, Data pages, Data Transforms and Reporting.
* Hands on experience with Pega Upgrade.
* Expert in PRPC construction and debugging tools such as Tracer utility, Clipboard, Application accelerators and Expression Builders. Well experienced in Server maintenance, Administration
* Involved 684in complete Software Development Life Cycle (SDLC) starting from requirements gathering.
* Experience in Ruleset Skimming, Delete
* Strong Analytical, Problem Solving, Debugging and Interpersonal skills with excellent understanding of system development metrics, techniques and tools.
* Excellent Communication and presentation skills along with ability to quickly adapt to new environments and learn new technologies.
* understanding of Windows/Web/Java app integration.
* Efficiently worked on PEGA PRPC 8.x/7.x (Forward & Reverse Engg.)
* Exposure to the global tools like HP Quality Center, SOAP UI.
* Update status to client on daily basis.
* Worked closely with customers and stakeholders to provide the best generic BPM solutions.
* Experience in developing PRPC Rules for database connection with external Databases.
* Demonstrated analytical and problem resolution skills thriving in both independent and collaborative environments
* Participated in presentation of progress in project on weekly basis to Client
* Led comprehensive assessments of existing on-premises Pega setups, conducting in-depth analyses of infrastructure, dependencies, and application architecture to formulate efficient cloud migration strategies.
* Pega Certified System Architect (CSA).
* Certified Senior System Architect (CSSA)

**Technical Skills:**

BPM Suite :PEGA PRPC, 8.x/7.x

RDBMS :Oracle, MySQL, SQL Server.

PRPC Skill Set **:** SOAP/ REST Services, SQL and SOAP/REST Connectors, Activities &

: Flow, Decision & Declare rules, Class Design, Security, and Interfaces.

Language **:** C#, Java, SQL.

Web Technologies **:** HTML, XML, Java Script, SOAP, WSDL.

Application Server **:** Tomcat, Web Logic.

Tools **:** JIRA, TOAD, SQL Developer, Rally, Postman, Soap UI

Methodologies **:** Agile/Scrum, Waterfall.

Operating Systems **:** Windows, Unix/Linux (Red Hat)

**Client: Anthem Inc, Georgia June 2021 to Till Date**

**Project: Provider Dispute Resolution (CIW)**

**Role: Sr. Pega Developer**

**Responsibilities Held:**

* Involved in designing the class structure and Data Model required for the PRPC Framework and Implementation.
* Managed and led a team of Pega developers, providing guidance and mentorship.
* Oversaw end-to-end Pega projects, ensuring they met client requirements and were delivered on time and within budget.
* Collaborated with stakeholders to gather and analyze business requirements for Pega applications.
* Designed and implemented complex Pega workflows and rules to automate business processes.
* Conducted code reviews and ensured adherence to Pega best practices and coding standards
* Gathered and Analyzed business requirements while working in Agile Scrum methodology.
* Had an experience in working on branches and rulesets.
* Had hands-on experience on Class Hierarchy, Connect Rest, Job Schedulers, Queue Processors, File Listeners, Decision rules, Report definitions and other OOTB rules in pega 8.4
* Worked on PRPC Integration connectors to connect with external systems using REST, SOAP.
* Experience in creating Dataflow, Dataset, Flows, Flow Actions, Portals, UI rules and PEGA Automation
* Actively involved in cross app discussions to perform impact analysis and develop optimum solutions
* Debug application using clipboard, tracer, UI inspector and loggers.
* Consult with users, management to clarify business issues, identify problems and provide solutions
* Coordinating and ensuring the resolutions of defect on timely manner.
* Responsible for the applications development and testing paths support activities.
* Worked under pressure, team member oriented, with strong verbal, written, and interpersonal communication with Pega CSSA
* Configuring new automations and objects using core workflow principles that are efficient, well structured, maintainable and easy to understand.
* Designing and documenting automated process solutions in accordance with standard design principles and conventions.
* Maintain technical responsibility for project delivery as the technical resource on a project.
* Responsible for updating appropriate system admin level documentation and knowledge base documentation
* Advise development team on performance improving solutions.
* Web application experience in Tomcat App Server.
* Designed and implemented integrations between Pega applications and external systems using REST, SOAP, and JMS.
* Collaborated closely with Pega developers and solution architects to translate business requirements into technical specifications, ensuring seamless communication and alignment throughout the development lifecycle.

**Environment:** PRPC 8.3, PRPC 8.0, Java & HTML, Postman, Soap UI, JIRA.

**Client: Anthem.Inc Atlanta GA/India Oct 2020 to Jun 2021**

**Project: Contract Pipeline (HMO)**

**Role: Sr Pega Developer**

**Project Description:**

Provider Dispute Resolution deals with claim payments when a provider does not agree with the outcome of it, then the providers will raise a reconsideration of a claim. Based on certain criteria the request will be resolved and send the correspondence to the respective providers

**Responsibilities Held:**

* Worked on PRPC OOTB rules like sections, harness, controls, portals, report definitions, when, data transform, decision table, flow, flow actions, declare expressions, SOAP integrations, activities, service declarations, file listeners, and agents.
* Conducted thorough code reviews for Pega applications to ensure compliance with coding standards, best practices, and performance guidelines.
* Evaluated Pega application designs and provided feedback to developers to improve code quality and maintainability.
* Led the design and implementation of complex Pega case management solutions to automate and streamline business processes.
* Utilized Pega Decisioning to integrate business rules and decision-making processes within case management workflows.
* Worked closely with business analysts and end-users to define case management requirements and workflows.
* Highlight specific accomplishments related to the successful creation and implementation of product rules, such as improved efficiency, reduced errors, or enhanced product management processes.
* Debug application using clipboard, tracer, UI inspector and loggers.
* Developed activities, steps, methods and error handling.
* Creation of Work Objects and Process flows according to the customer requirements.
* Designed and implemented complex user interfaces using Sections, Harness and HTML stream rules.
* Extensively used REST-Connectors to integrate with external web services
* Closely worked with system analyst and system architects on project requirements before design and coding phase.
* Worked on integrating application with third-party systems using integration-connectors like SQL and SOAP.
* Have been part of BIX reporting to ware house team related tasks.
* Analyzing business requirements and converting it into Functional requirements.
* Worked on moving the code to higher environments and production deployment.
* Worked with cross functional teams and external systems while interacting with them for service consumptions.
* Participated extensively in designing application security, which involves setting up Access groups, Access Roles, Operators, Application ID, Org Divisions, Org Units and Work groups.
* Excellent verbal and written communication skills, comfortable with interacting with people from all levels and various parts of the business
* Created Class structure, Workflows and Rule sets in Pega PRPC.
* Expertise in analysis, design, development and managing Workflows, Class Structure design, User Interface (UI), PEGA Automation, creating various Flow Actions, Activities, Correspondence rules, Security in the PRPC application.
* Ensured that the business and technical architecture of the delivered solution related to Pega PRPC (Pega Rules Process Commander) matches customer requirements.
* Created Decision Rules (When condition Rules, Decision Tree Rules, Decision Table Rules and Map Value Rules) and Declarative Expressions as per the requirements.
* Created Correspondence rules and SLA to send Email and letter notifications to appellants on approval or rejections
* Collaborated with business analysts to gather requirements, translate them into technical specifications, and implement solutions that optimized business processes.
* Designed and developed end-to-end Pega applications, including case management,
* Be able to develop and enforce standards and best practices
* Excellent organizational skills, logical and efficient thinking and strong attention to detail
* Demonstrated ability to proactively identify, address and resolve complex business issues
* Led the development and maintenance of integration solutions, ensuring compatibility, scalability, and high-performance levels within complex enterprise environments.
* Collaborated closely with cross-functional teams, including developers, system analysts, and business stakeholders, to gather integration requirements and translate them into scalable and efficient architecture designs.
* Conducted thorough assessments of existing systems, identifying integration points and proposing strategic enhancements to optimize data flow and communication processes.

**Environment:** PEGA PRPC v8.3, HTML, XML, Java, JavaScript, Jira, Windows.

**Client: United Health Group (Minnesota)/India Feb 2018 to Oct 2020**

**Project: Prior Authorization System**

**Role: Pega Developer**

**Responsibilities:**

* Participated in design discussions and the internal/external design review with the Scrum Team
* Created Process flows, and Properties based on the requirements.
* Development of Harness, Sections and layout.
* Created repeating groups in user interface rules using page list properties wherever necessary.
* Extensively worked on the Integration part of the Pega PRPC.
* Worked on the Connect-Sql and Connect-Soap rules.
* Worked with Clipboard and Tracer tools extensively to trace hard to find defects.
* Building and Configuring case management applications by defining multiple stages and processes.
* Created reports using List View, summary view and report definition rules.
* Followed Pega Guardrails in implementation of the application.
* Developed Connect REST rules to support the interactions between PRPC and external systems where PRPC consumes the information exposed by external Restful web services.
* Involved in planning and execution of unit testing and user acceptance testing.
* Prepared analysis and application deployment documents according to the PRPC coding standards.
* Used Apache Tomcat as application server and Oracle as DB server.
* Worked with QA for testing and resolving defects in different level of application cycle such as DEV, QA, UAT and PROD.
* Used HP-ALM Quality center for issues and project tracking.
* Unit tested and supported QA testing of applications
* Worked on fixing the defects.
* Created product rules and migrated zip files from development to SIT, UAT & monitored performance when regularly.
* Worked within agile methodology and Scaled Agile.
* Worked on running Preflight for case management application for variances with Guardrails, best practices and browser compatibility.
* Preparation of design documents and the release notes
* Created Fax templates for Communications
* Performing Admin and Configuration activities
* POC for maintaining all the non-Prod environments and performing regular health check up
* Preparing testcases and performing unit testing.
* Analyze and fix the defects in the Quality Center
* Participating in daily stand-up calls, Backlog Refinement discussions, Sprint Planning and grooming and Sprint retrospective meetings.
* Participating in the quick Reviews given to the Scrum Team

**Environment:** PEGA Rules Process Commander 7.1, JAVA.HP ALM, Jira

**Client: United Health Group (Minnesota)/India Mar 2016 to Feb 2018**

**Project: Optum Health Behavior Solutions**

**Role: Pega Developer**

# Responsibilities Held:

* Involved in designing the Technical Design Documents for the Workflow development process and technical specifications.
* Used 7.x/8.x version of Pega for developing the application.
* Participated in scrum calls, interacted with scrum master and team to commit the stories for the sprint, delivered the stories on time with good quality.
* Followed scrum methodology for implementing the application.
* Coordinated with Business Analysts and Project Managers to understand the business process, identifying enhancements and gathering business requirements.
* Created automated unit test cases to test the functionality.
* Used Jira tool for story allocation and story maintenance.
* Designed and developing Harness rules, smart and dynamic layouts, and Sections
* Utilizing debugging tools such as Tracer utility & Clipboard to analyze the issues and provide solutions.
* Implementing various PRPC components like Decision tables, Decision Trees, Declarative expressions,
* Indexes, PEGA Automation and Service Level assignments.
* Gathered and documented the requirements and translated the business requirements to functional requirements.
* Involved extensively on the migration and deployment of the application rules from Dev to QA, UAT and Production environment
* Troubleshoot and communicate with Pega Support team in order to resolve technical issues which require hot fix from Pegasystems.
* Worked on complex issues and enhancements to better improve the process flows of Pega application.
* Adhere to Agile methodology by attending sprint meetings and handling tasks using scrum works, Adhere to industry best practices and standard methodologies
* Took leadership in the driving the calls with business to understand the requirements.

**Environment:** PEGA Rules Process Commander 7.1, JAVA, Oracle, WebLogic, XML, HTML, JavaScript, Java Script, Rally, Windows.

**Client: United Health Group Minnesota/India Sep 2014 to Mar 2016**

**Project: FACETS**

**Role: Pega Developer**

# Responsibilities Held:

* Understand and analyze the requirements.
* Creating activities and when rules.
* Prepared the User Interfaces (section, harness, and flow action), portal representation.
* Unit testing and debugging using tracer, clipboard, and rules inspector.
* Participated in design discussions and the internal/external design review with the Scrum Team.
* Participated in discussions with Business regarding the requirements.
* Participated in daily stand-up calls, Backlog Refinement discussions, Sprint Planning and grooming and Sprint retrospective meetings.
* Worked on fixing the defects.
* Participated in the quick Reviews given to the Scrum Team.
* Took leadership in the driving the calls with business to understand the requirements.
* Creating products, rule sets and updating application.
* Implemented Report Definition rule for analysis of periodic reports.
* Providing estimates for new demands
* Worked on Case Manager portals

**Environment:** PEGA Rules Process Commander 7.1, JAVA.HP ALM, Jira

**Education:**

* Jawaharlal Nehru technological institute, Electronic and communication Engineering ,2014.