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| **Bharat Kumar Polina****PEGA Senior System Architect****312-667-0211** | **csacssa** |

**Summary:**

* Having 8 years of IT experience in Analysis, Design and Development of applications using Pega PRPC, Java/J2EE, PL/SQL, JSP, and HTML.
* Around 5 years of experience in PEGA BPM Tool implementation.
* Well versed with Properties, Reports, Access groups, Flows, Activities, Flow Actions, assignments, SLA, Agents in PRPC.
* Expertise in developing User Interfaces, screen layouts using, Harness, Section, JSP’s and HTML.
* Extensive debugging Skills in PRPC using with Clipboard, Tracer, UI Inspector and Rules Inspector.
* Experience in designing high level class structure, workflows and Rule set management in Pega PRPC based on Pega practiced guardrails.
* Strong knowledge in implementing various PRPC components like Data pages, Decision tables, Decision Maps, Declarative expressions, Constraints, and Indexes etc.
* Experience in developing Connectors, Integrations and Services in PRPC using external apps like JMS Listeners and File Listeners.
* Worked on SMA for debugging, and PAL for performance analysis.
* Expertise in creating Business Rule Engine, Business Process Management Application for Pega Rules Process Commander (PRPC).
* Experience in RDBMS technologies like Oracle,and My-SQL.
* Exposure to Insurance, Health care and Banking.
* Implemented Agile/Scrum Methodology.
* Enhanced excellent communication and problem solving skills throughout my career.

**Technical Skills:**

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| Operating Systems | Windows, Unix |
| Languages  | Java, C, MS-SQL |
| Web Technologies | JDBC, Servlets, JSP, HTML, CSS, XML, WSDL, JavaScript. |
| BPM Tools | PEGA PRPC V5.5, V6.1, V6.2, V6.3 and V7.1 |
| ORM Tools | Hibernate |
| Application Server | WebLogic, Apache Tomcat |
| Database | MS-SQL Server, MySQL, Oracle |
| IDEs | Eclipse |

**Professional Certifications:**

**Certified System Architect (CSA)**

**Certified Senior System Architect (CSSA).**

**Capital Blue Cross, Harrisburg, PA** April 2014 –Till Date

**Pega Senior System Architect**

Capital Blue Cross is one of the nation’s largest publicly held health care insurance providers. Built Policy Administration application throughout the company and ensured that process commands meets the needs of the company. Developed quoting application to compete with other companies quote. Provides quick estimate on how a health care insurance will cost based on coverage limit and guide the customer to end where he select the best quote out of the multiple quotes and further proceedings also included.

**Role/Responsibilities:**

* Analyzing the specifications provided by the client.
* Proficient with the complete Pega implementation cycle, including business process modeling, development, testing and deployment.
* Use Case analysis and elaboration document for first phase deliverables.
* Involved in design and development of Data Model, Class structure, Access Group, Process flow, Activities and UI properties.
* Configuring **several SOAP**, **JMS** interfaces.
* Helping manage offshore resources with regards to design, delegation of tasks, and explanation of client requirements on deliverables.
* Worked on Agents that run activities that creating and queuing work objects before loading work object data into Pega DB.
* Design and development of Harness rules, Layout and sections.
* Involved in writing the Rule-Utility-Functions to connect to **SMART** API’s and developed broker activities to connect to the external Servicers Worked on the declare rules like declare on change, on trigger map value rules etc
* Created Operators, Workgroups, Workbaskets, Data tables, Database Name Objects and Database Table Objects
* Implementation of Decision tables, Decision Maps and Declarative expressions.
* Used Tracer, Clipboard, Performance Tool, System Management application, and the log files for debugging.
* Involved in bug fixing activities after the initial development of the project was completed.
* Configured SOAP, SQL and SOAP connectors for connecting external services.

Environment: **PRPC v7.1 ML 5, Java/J2EE, HTML, XML, JavaScript, Apache Tomcat.**

**UNUM Group, Portland, Maine** Feb 13 – Mar 13

**Role: Senior System Architect**

**Project Name:** Global Claims Initiative

**Project Scope:** UNUM Insurance Group has entered on a Claim Transformation Initiative. This initiative is to establish a Global Claims Platform which can be continuously enhanced to handle several other new Lines of Business added to the organization in turn resulting in consistent claim handling across all the lines of business, improved customer experience and improved operational efficiency. Scope for this phase of project is considered for Life LOB in U.S.

First step in this phase is to identify the policy or the Insured. The identified Policy/Insured is selected for the creation of the claim

1. The Incident details (FNOL) is gathered.
2. The next step would be to gather loss details.
3. Then the Insured details are gathered.
4. Multiple Claimant details are gathered.
5. Then the actual claimant details are gathered.
6. Upon gathering the loss details, the claim is created and assigned to an adjuster.
7. The adjuster will be able to see a Claim assigned to him/her in his/her workbasket.

**Roles/Responsibilities:**

* Revise the Requirement Specifications with the users for better customer service and feasibility.
* Extracting the business rules from the analysis done
* Design and develop front-ends in Harness, Harness-Section, and Flow-Actions.
* Involved in performing validations using PRPC.
* Involved in mapping roles to object access for various case types.
* Involved in integrating with web services for business processing.
* Implement changes in business flow using PRPC and manage them.
* Worked on clipboard and tracer tools extensively to trace hard to find defects.
* Worked on High level and Low-level requirement analysis.
* Prepared analysis documents according to the PRPC coding standards.
* Preparation of Technical/Application deployment documents.

Environment: **PRPC 6.2, Oracle, Java, Java Script, XML, HTML, WSDL, and Web Sphere**.

Framework**: Claim Service Backbone.**

**Client: AIG Global Services Inc., Plainsboro, NJ** Dec 2011-Jan 13

**Role: Pega Senior System Architect**

**Project Name:** Customer Process Manager for Insurance

**Project Scope:** This project at AIG aimed at building Customer Service Application, which will replace its legacy application, which is currently in production. The objective is to transform Customer Service Desktop into an interaction platform to meet strategic and operational demands of future customer service that leads on customer and agent service interactions through a process driven approach across multiple channels to resolve the issues quickly at the point of contact. This application is built on horizontal CPM Framework.

Role/Responsibilities:

* Analyzing the specifications provided by the client.
* Interacted with business users to understand expectations and requirements.
* Created Class Structure in CPMI to use Horizontal CPM Framework.
* Created Service cases in application using CPM Service Accelerator.
* Worked on CPM specific rules like Rule-Pega-Intent-Task and Rule-Pega-Interaction-Driver.
* Developed User Interface, Screen Layouts using Harness that are critical to the business.
* Created validation rules and implemented business logic.
* Created activities and defined Rule-Utility-Functions for common processing.
* Implemented Decision Tables, Declare expressions for automatic calculations.
* Created Function Alias to use in Report Definitions to fetch data.
* Involved in skimming of rule set into higher versions.
* Testing and debugging using Clipboard, Tracer and Rules Inspector.
* Created product patch and deployed into QA, UAT environments.

Environment: **Pega PRPC 6.1 SP2, CPM v6.x, Oracle 10g, IBM WebSphere Server 6.1, MS Visio, Java Script, Java/J2EE, HTML, XML**.

**Standard Charted Bank, TX** Mar 2010- Sep 2011

**Role: System Architect**

**Project Name:** Automate Account Creation

**Project Scope:** This project achieved automation of account opening through different channels. The PRPC and CPM application, Online Accounts Management involved facilitating various features for online and CSR services for the customers. The Rules engine was integrated with various subsystems within the bank and with external systems to automate the whole process of account opening and to improve the customer experience with the bank. This optimized the client interaction to improve service effectiveness and operational productivity of the bank.

Responsibilities:

* Interacted with key business users to collect requirement and business process information.
* Created and reviewed business requirements and functional specifications.
* Created the Business Process Flows and flow actions in PRPC.
* Implementation of Decision tables, Decision Maps and Declarative expressions.
* Achieved Integration of PRPC systems with External Systems using Connector and Services.
* Routed work objects to workbasket then to worklist and assigned service levels in the CPM application.
* Used CPM for both Live and non-live interaction which record activities and service cases.
* Involved in Designing High Level Class structure, Workflows and Rule Sets in PRPC.

Environment: **Pega PRPC v5.5, Tomcat, SQL, Microsoft Visio 2003, java, Windows XP.**

**Verizon Data Services, Seattle**  Nov 2008 - Feb 2010

**Role: Java/J2EE Developer**

**Project Name**: IntradaProWeb Project

**Project Scope:** IntradaProWeb is the database of record for customer profile - the service a customer already has provisioned, as well as order history. The main activities of this IntradaProWeb application were to maintain the team database of all members working under Verizon as well as Business Objects.

Responsibilities:

* Developed UI screens using Struts/Jsp/servlets to provide interactive screens to display data.
* Developed and implemented client side and server side validations.
* Developed DB mapping XML files in Hibernate.
* Implemented Struts pagination to display search results in pages.
* User Interaction with data base has done using MYSQL.

Environment: **Windows XP, Java/J2ee, Struts, JSP, Servlets, JavaScript, MYSQL, HTML, XML, Tomcat.**

**AstraZeneca Pharmaceuticals, Wilmington**  Jun 2007- Oct 2008

**Role**: **Systems Engineer**

**Project Name**: CRIMSON Application

**Project Scope**: CRIMSON is a joint project between AZ(AstraZeneca) Canada patient safety and AZ US patient safety groups that is implementing a new adverse events data. The system will consolidate adverse event information currently being received from multiple sources to improve case tracking and reporting capabilities. The end result will provide ad-hoc and defined reporting capabilities that provide greater insight to adverse events and capabilities.

Responsibilities:

* Used Eclipse as IDE tool to develop the application.
* Developed web application using Struts Framework.
* Worked on bug fixing and enhancements on change requests.
* Developed user interfaces using JSP, HTML and CSS.
* Developed Exception handling logic in application.

Environment: **Java, JDBC, Jsp, Apache Tomcat, Eclipse.**