Robert Smith

Pega System Architect

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SUMMARY

IT Professional with 7+ years of experience in various engagements Business Process Management, Requirement gathering, Development, Production support, Testing and documentation and implementation of BPM - PEGA/PRPC applications and Java based applications. Proven expertise in Analysis, Design, Development, Testing and Deployment of Applications using BPM including Pega PRPC tools, Java, JavaScript, XMLetc.

SKILLS

Design, Development, Testing and Deployment.

WORK EXPERIENCE

Pega System Architect

Vantiv - March 2016 – 2020

- Responsible for creating impact document for migration of existing system to 7.1 with pros and cons.
- Involved in migration and deployment of system rules from development to UAT.
- Automated sales crediting and compensation effectively.
- The proposed system will target the following business objectives.
- Automated the processing of sale crediting and compensation processing to improve the operational efficiency and productivity.
- Motivated sales by providing accurate and on time compensation, resulting into higher sales outcomes.
- Provided ability to on-board new offers and update exist offer configuration with minimal IT intervention.

Pega System Architect

Delta Corporation - 2012 – 2016

- RESPONSIBILITIES Worked with the line of Business to make Citi Cards compliance with all the Associations Visa/MasterCard/American Express with their release documents every fall and spring.
- Modified the Disputes Processing system (DPS) with new CB reason codes and also with the changes in chargeback rules and regulations.
- Involved in Multiple Projects throughout the life cycle which involves Dispute Processing system impacts.
- Involved in Designs for the work flows and the integration pieces.
- Implemented critical work flows part of day to day business operations the workflows are crucial to success of the system, especially considering the volume.
- Automated several processes within CITI using PEGA PRPC like Fraud Automation which eliminated manual work in creating cases, Fraud Reporting and CB.
- Automated the way CITI used to communicate with Amex for Media Requests.

EDUCATION

Masters of Science in Computer Science - (New York Institute of Technology)

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