

Sant Singh

🏠 Lead System Architect for ezFedGrants Application · USDA-OCFO

📍 Reston, VA

Professional summary

- Sant Singh

US Citizen with DoD Secret Clearance

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Location: Ashburn, VA

Clearance: DoD Secret, IRS MBI, Public Trust

Summary· Over 20 years of experience in Software Architecture, Design and Development including 15 years in Pega.

- Pega Certified Senior System Architect (PCSSA).
- Pega Certified Customer Service System Architect.
- OMG Certified BPM Expert.
- Seasoned Professional in all aspects of Pega Projects from Inception to Go-Live and Production Support.
- Extensive experience in the BPM/BRE technologies Pega PRPC and FICO Blaze Advisor DMS.
- Strong technical skills in PegaPRPC, BPM, BRE, Workflow, SOA and Web Services, SOAP, REST, Business Process Discovery, Design, Development, Improvement and Re-Engineering.
- Co-authored a book “Oracle 9i Java Programming: Solutions for Developers Using PL/SQL and Java”, published by WROX Press.

Core Competencies:

BRE/BPM Workflow:

Pega Infinity ‘23, 8.6, Pega 7, Pega Cloud, PegaRULES Process Commander (PRPC) 6.1 SP2, 5.4, 5.2, HealthCare, SPM, Customer Service (CPM) Frameworks, FairIsaac Blaze Advisor.

Java Platform:

Java, J2EE, EJB, JNDI, Servlets, JSP, JMS, WebLogic, WebSphere, Apache.

Databases:

Oracle, MS-SQL Server, DB2 UDB, PostgreSQL.

Languages and Tools:

BPMN, C, C++, Python, PHP, XML, Jira, Confluence, HP-ALM.

Mainframe:

IBM-MVS, COBOL, CICS, DB2, ISPF, TSO.

Process/Methodology:

SAFe Agile, PegaSCRUM, Scaled Agile, RUP, UCM, CMMI.

Relevant Experience

DoD – DCSA NATIONAL BACKGROUND INVESTIGATION SERVICE (DCSA-NBIS), WASHINGTON DC (Apr 2025 to Present)

n As the Lead System Architect for the Investigation and Vetting (I&V) application at NBIS, I am responsible for designing and implementing workflows supporting security clearance application processing. This system delivers services to various government agencies, enabling the processing of security clearances for employees in national security roles. The application integrates with multiple legacy systems and diverse data sources, providing a centralized platform for application processing, investigations, as well as continuous vetting (CV) enrollment and disenrollment.

- o Designed and developed the architecture, rulesets, and class structures for the Personnel Vetting Questionnaire (PVQ) application.
- o Developed REST connectors and services to facilitate the exchange of PVQ XML data with multiple external systems and data sources.
- o Mapped the PVQ data into the internal data model to leverage the existing application UI and process flows.
- o Developed REST services to deliver data to the Individual Engagement Portal (IEP) Subject Tracker.
- o Provided guidance and mentorship to the team in navigating and mapping complex NIEM-XML structures.
- o Designed and developed the Review Flags framework to notify investigators about key areas requiring their attention during the investigation process.
- o Revamped the Continuous Vetting enrollment process to separate backend integrations, enhancing system modularity and flexibility, with asynchronous enrollment using Queue Processor.
- o Developed the BIX Extract rules to extract Pega data for reporting.
- o Configured Job Scheduler and Queue Processor and REST connectors for data sync between I&V and external systems.

Environment: Pega Infinity '23, REST, DMNA, e-App, Mirador, Alfresco, FedRAMP

INTERNAL REVENUE SERVICE (IRS), WASHINGTON DC (Sep 2023 to Apr 2025)

n As Senior System Architect for the IRS Enterprise Case Management (ECM) project, I designed and implemented workflows supporting the Tax Return audit and examination process. The Exam application delivers an integrated solution, enabling tax examiners to efficiently access and review multi-year Tax Return data for comprehensive audits.

- o Designed and developed the application flow and UI for uniform user experience for Section 508 compliance.
- o Developed REST connectors to the external systems to retrieve tax return data.
- o Developed data mapping and PDF utilities to generate the PDF forms from the Tax Return data.
- o Developed the Enrolled Agent and Enrolled Actuary process flows in the RPO application.

Environment: Pega Infinity '23, REST, XML, Pay.gov.

U.S. DEPT OF AGRICULTURE (USDA), WASHINGTON DC (Sep 2015 to Sep 2023)

n As Lead System Architect for the Funds Manager application at the USDA, I designed and implemented workflows for national apportionments, as well as state and program-level fund distribution. The application streamlines the allocation process, enabling employees to distribute funds from the national level down to individual programs. It also provides users with comprehensive visibility into fund

allocations across all organizational levels.

- o Designed and developed the Funds Manager application's architecture, rulesets, and class hierarchy.
- o Designed and constructed application flows and UI to ensure consistent user experience.
- o Developed REST services and connectors to connect to external systems.
- o Designed and developed the eSignLive integration to let the farmers sign documents electronically.
- o Configured Job Scheduler to send automated emails for the failed FMFI transactions in the nightly batch job.

Environment: Pega 8.6, SOAP, REST, NPAD, ProTracts, FMFI, FedRAMP

n As Lead System Architect for the ezFedGrants application at USDA-OCFO, I was responsible for designing and implementing business processes that support the full lifecycle of grant management. This includes publishing grant opportunities to Grants.gov, processing incoming grant applications, creating contracts, facilitating electronic signatures, and managing claims workflows for various USDA agencies.

- o Designed and developed the Grants application for the Forest Service agency.
- o Developed the SOAP connectors to publish the opportunities to the Grants.gov and application package management and SAP connectors to create contracts in the SAP/CRM.
- o Developed processes to receive grant applications from Grants.gov, including parsing rules for handling XML forms and PDF attachments.
- o Customized the business processes for the Forest Service and NIFA agencies.
- o Developed the BIX - Data Extract rules to export the data from ezFedGrants to the external HDM Universe reporting system.

Environment: Pega 8.2, SAP/CRM, SOAP, Mulesoft, Grants.gov

n As a Senior System Architect for Conservation Desktop with the USDA-NRCS, I was responsible for designing and implementing a centralized platform that integrates multiple disparate government systems. Conservation Desktop serves as the primary hub for managing workflows related to NRCS assistance requests, funds management, easements management, and more. This unified solution enables employees to access and monitor all tasks across various systems from a single interface, allowing them to seamlessly open and handle task items within the relevant applications.

- o Designed and developed the common components to perform CD functions like the URL generation, Start Work to land the user in various systems etc.
- o Built the SOAP and REST connectors to connect to the external systems.
- o Developed the screens implementing the organizations UI patterns to build the uniform user experience.
- o Designed and developed the DMS components to store and retrieve attachments in Alfresco.
- o Configured the Agents to receive the events from other systems and create/resolve the tasks in CD.

Environment: Pega 7.2.1, SOAP, REST, Alfresco, NPAD, FedRAMP

CAREFIRST BLUECROSS BLUESHIELD, OWINGS MILLS, MD (May 2009 to Sep 2015)

n As Lead System Architect for Broker Express (serving Small to Mid-Market groups) at CareFirst BlueCross BlueShield, I oversaw the design and delivery of numerous projects within the Broker Express platform.

- o Lead the Pega Development team in the CareFirst Private Health Exchange for the Small (2-50) and Mid-Market (51 Plus) Group Sales Automation, Renewal and Migration processes to integrate with Salesforce.com, FACETS, TIBCO and BenefitFocus systems. Built the Pega utilities for data migration, Services and Connectors to integrate various systems.
- o Completed the Early Renewal Process in only three weeks, enabling groups to renew ahead of the Affordable Care Act's implementation in January 2014. The Strategic Partner had quoted 1,000 hours for this work.
- o Lead the Pega Development team for Affordable Care Act implementation project within the Broker Express Small Group Market (2 to 50). Implemented the ACA changes in the Renewal Process. Conducted

code reviews for deliverables from Strategic Partner teams.

- o Conducted performance evaluation and optimization of the Broker Express Quoting Process, reducing average page load times from over 50 seconds to under 4 seconds for both New Business and Existing Business quotes.
- o Revamped the Renewal Package Bundling process to enable the creation of significantly larger PDF and XML bundles, expanding system capacity from a maximum of 60 groups per bundle up to 700 groups in a bundle.
- o Optimized the Renewal Process, reducing the completion time from 12–15 hours to under 8 hours, with multiple processing Agents running on different nodes.
- o Pega Production Support for Broker Express.

Environment: PRPC 6.1, 5.4 SP2, SPM, HealthCare Framework, WebSphere, J2EE, Oracle 11g.

PEGA SYSTEMS INC, BOSTON, MA (Mar 2008 to May 2009)

n As Senior System Architect for the Group Underwriting System (GUS) at Independence BlueCross, I spearheaded the automation and optimization of underwriting business processes. The GUS platform was engineered to integrate seamlessly with actuarial, marketing, and sales systems, streamlining workflows and supporting efficient, data-driven decision-making across the enterprise.

- o Defined the Pega application structure including Class Hierarchy, Work Objects, and Data Structures.
- o Designed the process flows and screen flows to implement the Group Underwriting business processes.
- o Designed Renewal Upload functionality to load the renewals data from external database to the PRPC application.
- o Configured the Connector and Service rules to integrate PRPC GUS Application with the external systems.

Environment: PegaRULES Process Commander 5.4, WebSphere, J2EE, Oracle 10g.

COMSYS, BALTIMORE, MD (May 2006 to Mar 2008)

n As Group Lead for the Rules Technology Architecture Group at Wells Fargo, I lead the team in designing the rules repository, rule service architecture, and supporting frameworks and infrastructure. These assets, leveraged by multiple rule-services, to power the Deal Decisioning system, enabling the client to make smarter, more competitive decisions in the fast-paced financial sector.

- o Represented the rules technology group in the Technology Steering Committee and provided strategic guidance for future adoption and implementation of rules technology at Wells Fargo.
- o Lead the process improvement initiatives for rules development, testing, deployment, and maintenance.

- o Developed reusable components for rule services, such as messaging, logging, and unit testing frameworks, as well as object models and global templates, best practices and coding standards.

KPMG CONSULTING (BEARINGPOINT), MCLEAN, VA (June 2004 to May 2006)

n As Rules Architect for the Auto Insurance Underwriting System at GEICO, a prominent auto insurance provider, I was responsible for designing the rules repository and rule service architecture. I also developed key framework components including logging, unit testing, and rule service infrastructure components, which were leveraged by multiple rule services. Additionally, I established the processes for rules development and deployment to support a SOA-based underwriting system rewrite migrating business rules from the mainframe to the Blaze Advisor BRMS.

n As Rules Architect for the Loan Disbursement System at the World Bank, I designed and implemented a proof-of-concept to showcase Blaze Advisor's ability to efficiently manage loan disbursement business rules. I also developed Web Services to seamlessly integrate the Blaze Advisor Rule Services with the SAP system.

n Rules Architect for the Commercial Insurance Underwriting System in Zurich Insurance, a leading Insurance provider in the US. Designed the rules repository and rule service technical architecture and

design, which helped the client to implement the insurance underwriting business rules and move these rules from Mainframe to the Blaze Advisor BRMS. Mined the business rules from the COBOL programs, documented and implemented them in Blaze. Implemented the templates to build the rules maintenance application.

Environment: Windows .Net, FairIsaac Blaze Advisor 6.1 for .Net, XML, COBOL.

COLUMBIA RESEARCH CORPORATION, WASHINGTON, DC (Mar 2003 to Jun 2004)

n As a Senior Developer on the Project Enterprise design and development team at Freddie Mac, I was responsible for designing and building the Business Tier and the Database Access components.

Environment: Solaris, DB2, Java, J2EE, WebLogic 8.1, SQL, JUnit, DBUnit.

CYMBAL CORPORATION, SAN JOSE, CA (June 2000 to Mar 2003)

n As a Senior Developer at Cadence Design Systems, on Corporate Product Master application, I developed the web pages and backend processing components. The solution enabled the company to compile a comprehensive product catalog and offer product downloads through their online platform. I took charge of designing and developing web components to support this capability.

Environment: Solaris, Java, J2EE, WebSphere, Oracle 8i, PVCS.

EducationMS degree in Computers and Management from University of Pune in India and graduated with distinction in June 2000.

Industries and ClientsGovernment, Healthcare, Financial Services, Insurance, Mortgage, Communications.

Clients: DoD, IRS, USDA, CareFirst BCBS, Independence BlueCross, GEICO, Wells Fargo, Freddie Mac, World Bank, Cadence Design Systems.

Experience

Lead System Architect for ezFedGrants Application · USDA-OCFO

July 2019 – Present · 7 yr 1 mo

Washington, DC

USDA- Office of the Chief Financial Officer (OCFO), Washington DC (July 2019 to Present)

* Lead System Architect for ezFedGrants application in the USDA-OCFO. The ezFedGrants implements the business processes for publishing the grant opportunities to the Grants.gov and grant application processing, contract creation, eSignatures and claims management workflows for the various USDA agencies.

- Built the Grants application for the Forest Service agency.
- Designed the application architecture, rulesets, classes, access groups, roles, and the implementation layer.
- Built the SOAP connectors to publish the opportunities to the Grants.gov and application package management and SAP connectors to create the contracts in the SAP/CRM.
- Built the processes to receive the grant applications from Grants.gov, parse rules to process the XML forms and PDF attachments.
- Customized the business processes for the Forest Service and NIFA agencies.
- Built the BIX - Data Extract rules to export the data from ezFedGrants to the external HDM Universe reporting system.
- Guided and mentored the development members and helped the QA and UAT teams to test the system.

Environment: Pega 8.2, SAP/CRM, Mulesoft, Grants.gov

Lead System Architect for Funds Manager · NRCS

September 2015 – July 2019 • 3 yr 10 mo

Washington, DC

application in the USDA. The application implements the workflow for the national apportionments, state and program level fund breakouts to allocate the funds from national level to the individual program level. It gives the employees the ability to allocate the funds and view the allocation at all levels.

- Built the Funds Manager application architecture, rulesets and class structure
- Built the Flows and the application UI for the uniform user experience.
- Built the REST Services and REST connectors to connect to the external systems.
- Guided and mentored the team members.

Environment: Pega 7.2.1, SOAP, REST, NPAD, ProTracts, FedRAMP

* Sr. System Architect for Conservation Desktop in the USDA, Natural Resource Conservation Services. The Conservation Desktop is the hub connection various disparate systems in the government agency to manage the workflow of the NRCS assistance requests. It gives the employees the ability to view all of their tasks in various systems in one central place, from where the user can open the task items in the appropriate systems.

- Designed and developed the common components to perform CD functions like the URL generation, Start Work to land the user in various systems etc.
- Built the SOAP and REST connectors to connect to the external systems.
- Developed the screens implementing the organizations UI patterns to build the uniform user experience.
- Developed the Agents to receive the events from other systems and create/resolve the tasks in CD.
- Guided and mentored the junior team members.

Environment: Pega 7.2.1, SOAP, REST, FileNet, NPAD, FedRAMP

* Sr. System Architect for Conservation Client Gateway 2.0 in the USDA, Natural Resource Conservation Services. The CCG is the Gateway to the government agency for the Technical and Financial Assistance requests. It gives landowners and land managers, the ability to track their payments, report completed practices, request conservation assistance, and electronically sign documents anytime, anywhere. The CCG 2.0 is built to enhance the CCG 1.0 to be flexible and cross platform compatible to enable the application to be responsive to various screen types and sizes on various devices.

- Designed and developed the Common Framework layer to perform the common functions including the Common UI Container, Upload, Download and Query documents from Alfresco CMIS, Sending Emails etc.
- Built the Web Services connectors to connect to the external systems including the FileNet, NPAD, NRT, FSA.
- Developed the UI Components implementing the UI patterns to build the uniform user experience.
- Developed the common Request Submission patterns, which are followed to build various requests including, Plan Modification, Practice Completion, Contract Modification, Profile Updates, System Access, Power of Attorney Grant and Revocation etc.

Environment: Pega 7.2.1, 7.1.9, Pega Cloud, Web Services, Alfresco CMIS, FileNet, NPAD, FSA

Lead System Architect for Broker Express (Small to Mid-Market) · CAREFIRST BLUECROSS BLUESHIELD

May 2009 – September 2015 • 6 yr 4 mo

Owings Mills, MD

in the CareFirst BlueCross BlueShield, a leading Health Insurance provider in Maryland, DC and Virginia.

Worked on various projects in the Broker Express application

- Lead the Pega Development team in the CareFirst Private Health Exchange project to integrate with the Broker Express application for the Small (2-50) and Mid-Market (51 Plus) groups, and the external BenefitFocus Benefit Management system. Building the integration layer components including Services and Connectors to integrate various systems.
 - Lead the Pega Development team for the 51 Plus Group Sales Automation project initiated to build the Broker Express Mid-Market (51 Plus) Group Sales Automation, Renewal and Migration processes to integrate with Salesforce.com, OPTUM StepWise, PegaPRPC, FACETS, TIBCO and BenefitFocus Benefit Management systems. Built the Pega utilities for data migration, Services and Connectors to integrate various systems.
 - Built the entire Early Renewal Process in just 3 weeks, to allow the groups to renew early before the Affordable Care Act becomes effective from Jan 2014. Strategic Partner quoted 1000 hours for this work.
 - Lead the Pega Development team for Affordable Care Act implementation project in the Broker Express Small Group Market (2 to 50). Implemented the ACA changes in the Renewal Process. Reviewed the code implemented by the Strategic Partner teams.
 - Performance Evaluation and Tuning of the Broker Express Quoting Process. Reduced the average page load time from over 50 seconds to less than 4 seconds for the New Business and Existing Business Quoting Process.
 - Re-written the Renewal Package Bundling process to build very large PDF and XML bundles, increased the system capability to build bundles from maximum of 60 groups to 700 groups per bundle.
 - Performance Tuning of the Broker Express- Renewal Process. Reduced the Renewal Process completion time from 12-15 hours to less than 8 hours.
 - Developed complex Actuarial Pricing Reports and Federal Mandate Reports to submit to the Insurance Commission.
 - Pega Production Support for the Broker Express and Contract Management applications.
- Environment: PegaRULES Process Commander 6.1, 5.4 SP2, SPM, HealthCare Framework, WebSphere, J2EE, Oracle 11g.

* Lead System Architect for the Contract Management (CM) application in CareFirst BlueCross BlueShield. This project was initiated to build the PRPC based Integrated Contract Management solution to support the Individual, Small Group, Large Group application to share a common platform for the Contract Generation.

- Defined the PRPC Application Architecture, Rulesets, Class Hierarchy, Work Objects, and Data Structures to be used in the solution implementation.
- Designed the process flows, screen flows, flow actions to implement the business processes.
- Configured the JMS Connectors and Listeners to integrate CM Application with the external systems, IMD, Broker Express and HPXtreme.
- Designed and developed the whole Contact Management Application and delivered to Production in 4 weeks.

Environment: PegaRULES Process Commander 5.4, WebSphere, J2EE, Oracle 10g.

* Lead System Architect for the Individual Market Division (IMD) application in CareFirst BlueCross BlueShield. The company initiated this project to automate the Application Processing, Underwriting and Enrollment business processes on the PRPC platform for the individual health insurance application processing.

- Lead the Production Support team for the IMD Application.
- Restored the users trust in the IMD Application by building many automated support tools and improving the application support processes.

Environment: PegaRULES Process Commander 5.4, WebSphere, J2EE, Oracle 10g.

- Saved the company \$1.2 million support costs in just 7 months from May to Dec 2009 by automating a lot of tasks which, the technical support team was doing on day to day basis to keep the system running.
 - Bring down the average application processing time from 15 days to 5 days by eliminating the technical barriers in the way of users.
 - Tuned the application for performance and refactored the code for reusability
 - Extracted the PRPC data using BIX for Informatica Data Warehouse
- Environment: PegaRULES Process Commander 5.5, BIX, WebSphere, J2EE, Oracle 10g.

Senior System Architect • PEGA SYSTEMS INC

March 2008 – May 2009 • 1 yr 2 mo

Boston, MA

for the Group Underwriting System (GUS) in Independence BlueCross, a leading Health Insurance company in Pennsylvania and New Jersey. The company initiated the efforts to build the PRPC based Group Underwriting System to automate and improve the Underwriting business processes so that it can be seamlessly integrated with the Actuarial, Marketing and Sales systems.

- Defined the PRPC Class Hierarchy, Work Objects, and Data Structures
- Designed the process flows and screen flows to implement the business processes.
- Lead and mentored the client's team of Pega Architects.
- Performance evaluation, monitoring and tuning.
- Designed Renewal Upload functionality to load the renewals data from external database to the PRPC application.
- Configured the Connector and Service rules to integrate PRPC GUS Application with the external systems.

Environment: PegaRULES Process Commander 5.4, WebSphere, J2EE, Oracle 10g.

Group Lead • COMSYS

May 2006 – March 2008 • 1 yr 10 mo

Baltimore, MD

for the Rules Technology Architecture Group in Wells Fargo, a leading Financial Institution in the United States. Guided the team in designing the rules repository, rule service architecture, frameworks and infrastructure components, which are used by multiple rule services to implement the rule services for the Deal Decisioning system, which will help the client to make better deal decisions in the highly competitive financial world.

- Represented the rules technology group in the Technology Steering Committee and provided guidelines for future usage of the rules technology in Wells Fargo.
- Led the process improvement initiatives for rules development, testing, deployment and maintenance.
- Built the re-usable rule service components including Messaging, Logging and Unit Testing Frameworks, Object Models, Global Templates, Providers etc.
- Written the Rules development best practices and coding standards.
- Guided and mentored the onsite and off-shore rules development teams.

Environment: FairIsaac Blaze Advisor 6.1.3 and 6.5, BEA WLI 9.2, Java, J2EE, XML, Rational Suite.

Rules Architect • KPMG CONSULTING (BEARINGPOINT)

June 2004 – May 2006 • 1 yr 11 mo

McLean, VA

for the Auto Insurance Underwriting System in GEICO, a leading Auto Insurance provider. Designed the rules repository, rule service architecture and developed the logging framework, rule service unit testing framework, rule service infrastructure components, which are used by multiple rule services and developed the rules development/deployment process to implement the rule services for the SOA based Underwriting rewrite initiative aimed at implementing the business rules and move them from Mainframe to the Blaze Advisor BRMS.

* Rules Architect for the Commercial Insurance Underwriting System in Zurich Insurance, a leading Insurance provider serving the large corporate, middle market, small business in the US. Designed the rules repository and rule service technical architecture and design, which helped the client to implement the insurance underwriting business rules and move these rules from Mainframe to the Blaze Advisor BRMS. Mined the business rules from the COBOL programs, documented and implemented them in Blaze. Implemented the templates to build the rules maintenance application.

* Technical Rules Architect for Fraud Detection System in the IRS. The developed system implements the fraud detection business rules for the individual tax returns in the Blaze Advisor. It allows the agency to manage the business rules separately from the applications and allows the business rules changes applied system-wide quickly. Designed the rule services, developed the templates to build the rules maintenance application and implemented the business rules.

* Senior member of design and development team for Loan Disbursement System POC in the World Bank. The system was developed as a proof of concept, demonstrating the capabilities of Blaze Advisor software to manage the loan disbursement business rules. Implemented the Web Services to connect the Rule Service with the SAP system.

Senior Developer • COLUMBIA RESEARCH CORPORATION

March 2003 – June 2004 • 1 yr 3 mo

Washington, DC

in the Project Enterprise design and development team in Freddie Mac, a major secondary mortgage company. Written the technical design specifications document including activity diagrams, sequence diagrams and class diagrams and developed the Business Tier, and Database Access components.

Environment: Solaris, DB2, Java, J2EE, Struts, WebLogic 8.1, SQL, UML, Rational Rose, ClearCase, ClearQuest, JUnit, DBUnit, HttpUnit, Eclipse.

Sr. Developer in the Corporate Product Master • CYMBAL CORPORATION

June 2000 – March 2003 • 2 yr 9 mo

San Jose, CA

application design and development team in Cadence Design Systems, a large Integrated Circuit Design software maker. Developed the Corporate Product Master application, which facilitates the client to generate the product catalog and make the products available to clients for downloading over the Internet. Design artifacts included activity diagrams, sequence diagrams and class diagrams.

Environment: Solaris, Shell Scripts, Ant, Java, J2EE, WebSphere, Oracle 8i, PVCS, Rational Rose

Certifications & licenses

Related licenses and certifications come from the candidate's resume and profile.

Certifications



PCSSA

Issued: April 2015, Expires: current

Pega Certified Senior System Architect

Skills

Related skills come from the candidate's resume and profile.

Operating Systems: Unix, Solaris, Linux, Windows BRE/BPM Workflow: Pega 8.2, Pega 7 (7.2, 7.1), Pega Cloud, PegaRULES Process Commander (PRPC) 6.1 SP2, 5.4, 5.2, HealthCare, SPM, Customer Service (CPM) Frameworks, Fair Isaac Blaze Advisor Java Platform: Java, J2EE, EJB, JNDI, Servlets, JSP, JMS, WebLogic, WebSphere, Apache Databases: Oracle (7.

, 9i, 10g, 11g), MS-SQL Server, DB2 UDB. Languages and Tools: BPMN, C, C++, Python, PHP, XML, Eclipse, Rational Suite Enterprise, Visio, CVS, VSS, Toad, MS Project, HP-ALM. Process/Methodology: PegaSCRUM, RUP, UCM, CMMI.

HTML5

XML

JavaScript

SQL

Microsoft SQL Server

Linux

Java

Pega

PCSSA

Problem management

System issue identification

Document management systems

System design for system development

Sales

System design

Phone etiquette

Communication skills

Agile

Business architecture design

Team lead experience

Systems engineering

Data model design

Conducting gap analysis (IT roadmap design and development)

System maintenance

Customer service

Basic math

Developing detailed implementation plans (IT roadmap design and development)

Incident management

System architecture design

Technical solutions implementation

CRM software

Retail sales

IT roadmap stakeholder coordination

Application Architecture Design (Architecture design skill)

Retail math

Web services design

System modeling

Data Architecture Design (Architecture design skills)

API integrations