

# Venkata Swamy Pasala

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## EDUCATION

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### Boston University

Boston, MA

*MS in Software Development; GPA: 3.93/4.0*

*Jan 2023 – May 2024*

- Relevant Courses: Data Structures and Algorithms (Java), Database Design and Implementation for Business, Advanced Programming Techniques (Java), Web Application Development, Software Design and Patterns

## TECHNICAL SKILLS

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- **Pega Platform:** Pega PRPC, Pega PCDC
- **Integrations and APIs:** REST, JSON, Pega Service and Connect Rules, Database Integrations.
- **Backend and Data:** Oracle SQL, PostgreSQL.
- **Frontend and Mobile:** HTML/CSS, JavaScript, React, React Native
- **Cloud and Development Tools:** AWS, GitHub, Splunk, Tomcat, WinSCP, VS Code, IntelliJ, Eclipse.
- **Testing and Automation:** Postman, Playwright, HyperExecute, Regression and Sanity Testing.

## EXPERIENCE

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### Capgemini

Charlotte, USA

*Consultant / Pega Developer*

*Aug 2024 – Present*

- Designed and enhanced enterprise Pega Case Management workflows using case types, stages, flows, and assignments to support scalable business operations.
- Built and maintained REST based integrations (Service REST, Connect REST) enabling secure data exchange between Pega and external applications, aligned with enterprise data strategies.
- Actively contributed code in an Agile delivery model, collaborating with architects, product owners, and cross-functional teams through iterative releases.
- Implemented declarative rules, data transforms, and activities to improve reusability, reduce procedural logic, and ensure maintainable application design.
- Utilized Oracle SQL to write and optimize queries, support data validation, and assist with backend data analysis for Pega workflows and integrations.
- Designed and developed end-to-end automated tests using Playwright in Visual Studio Code, executing test suites on HyperExecute to validate critical workflows and regression scenarios.
- Supported application deployments across development and test environments, performing release validation and post-deployment checks prior to production readiness.
- Diagnosed and resolved application issues using Tracer, Clipboard, Pega logs, and Splunk, ensuring system stability and reliable operations across environments.

### Infosys

Hyderabad, India

*Senior Associate Consultant / Pega Developer*

*Sep 2021 – Jan 2023*

- Developed and supported Pega enterprise applications with strong focus on case processing, system integrations, and automation.
- Implemented SOAP and REST connectors and services to integrate Pega with downstream and upstream systems.
- Designed Agents, Queue Processors, and Job Schedulers to handle background processing and asynchronous workloads.
- Designed and configured Pega File Listener rules to ingest, validate, and process inbound files from upstream systems as part of batch and integration workflows.
- Managed application packaging and deployments using Product Rules, ensuring smooth migration across environments.
- Performed root-cause analysis using logs, Clipboard, Tracer, and Live UI to resolve functional and performance issues.
- Provided technical guidance and mentoring to junior developers, promoting coding standards and delivery consistency.

### Cognizant Technology Solutions

Bengaluru, India

*Programmer Analyst / Pega Developer*

*Aug 2019 – Sep 2021*

- Enhanced the client's KYC application UI using Pega's section rules, skin, mixins, layouts, and responsive design capabilities to improve user engagement and accuracy.
- Implemented data transforms and activities to support business logic and case automation.
- Built complex reports using Report Definitions, supporting operational and compliance reporting needs.
- Applied rule circumstancing and layering concepts to support reusable and configurable business logic.
- Improved data access and performance through Declare Indexes, optimized database mappings, and data pages

- Configured data pages for efficient data retrieval and presentation in UI sections, improving responsiveness and accuracy.

## **Talentsprint**

*Pega Apprenticeship*







Hyderabad, India

*Jan 2018 – May 2019*

- Completed an apprenticeship program, achieving Pega CSA (Certified System Architect) and CSSA (Certified Senior System Architect) certifications, thereby enhancing technical skills and expertise in Pega.
- Engaged in practical Pega projects, including the development of a Library Management System and an EduTech Online Education System, applying hands-on experience in system architecture, process automation, and user interface design.

## CERTIFICATIONS

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- **PEGA System Architect**  | *Jul 2018*
- **PEGA Senior System Architect**  | *Jan 2019*
- **PEGA Decisioning Consultant**  | *Nov 2021*
- **PEGA Data Scientist**  | *Oct 2023*
- **AWS Solutions Architect - Associate (AWS SAA)**  | *Jan 2024*
- **Google Generative AI Leader**  | *Aug 2025*

## MISSIONS

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- Pega Platform 24.1 Ready
- Pega Platform 24.2 – Senior System Architect