

# Venkata Swamy Pasala

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## EDUCATION

### Boston University

MS in Software Development; GPA: 3.93/4.0

Boston, MA

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

- **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

### Capgemini

Consultant / Pega Developer

Charlotte, USA

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

Senior Associate Consultant / Pega Developer

Hyderabad, India

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

Programmer Analyst / Pega Developer

Bengaluru, India

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**