



# PRITAM CHAKRABORTY

Pega Lead System Architect

## DETAILS

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## PROFILE

Mr Chakraborty is a Pega Certified Lead System Architect with 9+ years of Pega experience and 10+ years of IT experience. He leads teams that enable organizations to automate customer journeys with Pega Platform offerings.

He is well equipped to translate business requirements into required IT solutions. He is proficient in stakeholder management. He works closely with Product owners, business analysts and customer journey experts in the delivery of end-to-end solutions. While designing a solution, he consults the scrum team for commitment and feedback. During the delivery, he works closely with the developers to guarantee the quality & adherence to the best practices of the software.

He leads the Pega Chapter at his current employer for the Benelux region. In his role, he mentors the team so that they deliver the best value to the customer.

## SKILLS

Pega Infinity

Architectural Design

Leadership and Team development

Pega 1:1 Engagement

Agile Methodologies

People management

DevOps

Apache Tomcat

Facilitation skills

Hands on application development

App Studio Development

Technical enablement

Pega Upgrade

System Integration

Coaching and mentoring

IBM DB 2

Business development

## PEGA TECHNICAL SKILLS

App Studio Development, Theme Cosmos, Theme Clarity, B2C interface, Predictive Diagnostic Cloud, DX API, Pega Mashup, SAML, Anonymous auth services, Pega DevOps, Remote case type, Pega Process fabric RBAC, ABAC, Case design, Declarative rules, Decision rules, Pega BIX, Background processing with Queue processor, Job Scheduler, Agent, Wait shape, UI and UX Design, Design templates, REST /SOAP/ JMS / File. Email integration, Pega APIs, Automated unit testing, Pega Upgrade, Reporting, Pull & Push routing,

Text categorization, text extraction model creation, Pega Email, Pega Conversational AI, Natural language processing, Application settings, Pega SLA, Admin Studio.

Within Pega 1:1, engagement configurations such, organization set up, issue and group configurations, proposition management, Predictive and adaptive model creation, Strategy configurations, Channel configurations, Real-time container configurations.

## CERTIFICATIONS

**Certified Pega Lead System Architect**

**Certified Pega Decisioning Consultant**

**Pega Certified Customer Service Architect**

**Certified Pega Marketing Consultant**

**Certified SAFe® 5 DevOps Practitioner**

**Certified SAFe® 4 Practitioner**

## EDUCATION

**Bachelor of Technology , Calcutta Institute of Engineering and Management**

**Harvard Business School , Connected manager**

**Pega Pre Sales Consultant , Pegasystems**

**Pega Authorized Trainer , Pegasystems**

## EMPLOYMENT HISTORY

**Pega LSA @ Damage & Income , Achmea Via Capgemini , Tilburg, The Netherlands**

JULY 2020 – PRESENT

The damage and income division aimed to improve customer satisfaction with lower operational costs. Hence Pega platform was chosen to automate the customer journeys for B2B partners. The new application supports quotation management, policy issuance, mutation, risk assessment and prolongation, customer journeys. The application empowers the division with straight-through processes, resulting in low operational costs.

Mr Chakraborty is supporting damage and income division as a Pega Lead System Architect.

In his current role, he is responsible for the below activities.

- To take part in the design discussions during refinement. Showcases different solution approaches to the team and collaboratively determines the best approach.
- Creates design documents and communicates ideas to the team.
- Builds application as close as possible to Pega's out-of-the-box features
- Create or modify Unit Tests when necessary along with the implementation of new functionalities
- Participate in manual testing activities when required
- Removes the technical blockers from the team by solving complex challenges.
- Actively builds his own user stories and helps the team complete their user stories on time.
- Manage the technical governance and monitor application performance.
- Brings the latest Pega feature enhancement to the business and to the team members with weekly knowledge sharing sessions.
- Manage the deployment pipelines together with his team.

## **Pega Chapter Lead (Benelux) & Managing Consultant , Capgemini, Utrecht, The Netherlands**

JANUARY 2020 – PRESENT

As a Pega Chapter Lead, Mr Chakraborty is responsible for the below activities.

- Lead the Pega practice of 25+ Onshore and 30+ offshore developers & business analysts.
- Grown the practice with new certifications and hired the right skilled consultant from the market.
- Allocate members to relevant customer Pega squads.
- Showcase Chapter progress in skills development and future demand with the leadership.
- Performs the Planning, Coaching, and Appraisal cycle for the chapter members.
- Created & executed a strategy to achieve Pega Business growth as per the expectation of management. in 2021, the Team made 70% more growth than in 2020.
- Build the Go to Market Strategy with Colleges from Pegasystems.
- He supported sales cycles globally with thought leadership, centre out architecture design, effort estimation, project planning, Team construction, presentation and public speaking.
- He represented Capgemini in various forums at Pegasystems.

## **Pega LSA @ Digital Policy Admin Platform , Achmea Via Capgemini , Apeldoorn , The Netherlands**

AUGUST 2019 – JULY 2020

Achmea's Life division has developed a digital experience platform ( B2B) with Pega. The new platform acts as a self-service for the external brokers to Achmea. For example, the platform enables a broker to create mutation on a policy, expire and surrender a policy.

This digital platform is the first Pega application at Achmea, which acts as a self-service portal.

Mr Chakraborty served the Team as a Lead System Architect. His core contributions were

- Showcased how Pega APIs can be leveraged to develop the solution.
- Participated in the design thinking workshops and created prototypes.
- Lead and drove the integration design across multiple teams.
- Lead the technical design of the solution.
- Helped the product owner to create features.
- Lead the development team & developed use cases.
- Configured integrations with REST, SOAP & JMS.

## **Pega LSA@ Notify , Achmea Via Capgemini , Apeldoorn, The Netherlands**

MARCH 2019 – AUGUST 2019

Achmea has an application responsible for sending notifications in SMS, Email and letters to the customers. The Enterprise architect considered Pega to connect multiple back-end systems with the notification application. With business logic, the Pega application determines the event on which a notification must be sent to a customer, with a preferred communication method. The system daily processes 60k file-based transactions.

Mr Chakraborty contributed to the project as follows

- Designed the solution.
- Helped the Business analyst to drive the integration requirements.
- Configured integrations with Filelistners, SOAP, JMS.
- Developed and delivered the application to production.
- Supported test activities in the test and acceptance environment.

## **Pega Lead @ MyWork , Achmea Via Capgemini , Apeldoorn, The Netherlands**

MAY 2018 – MAY 2019

The division had the ambition to improve customer satisfaction with lower operational costs. Hence Life division developed the Policy management application with Pega. The application enables the Achmea employees to manage the policies across five brands. Each brand has their own set of business processes to manage the policies. Also, the Brands use different backend systems to store the policy and customer data. The Pega solution addresses the complex business requirements of 5 brands and effectively manages data with multiple backend systems.

Mr Chakraborty has served the Team as a Pega Lead & Scrum master. His core contributions were

- He guided the Team to bring the best technical approach to the solution.
- He made design documents and communicated my ideas to the Team.
- Removed the technical blockers from my Team by solving complex challenges.
- He actively built his own user stories and helped the Team complete them on time.
- Served as a scrum master, performed and governed all the scrum rituals.
- Upgraded Pega

### **Pega Lead @ Pension Services , Achmea Via Capgemini , Apeldoorn , The Netherlands**

JANUARY 2017 – MAY 2018

Achmea's Pension division used the Pega Platform to bring operational excellence and cost-efficiency. The division uses four Pega applications to automate the processes. The application serves multiple brands of Achmea. Each brand has their own set of business processes and a set of back end applications to store the data. The Pega applications act as an orchestration layer and connect multiple backend systems.

Mr Chakraborty has served the Team as a Pega Lead & Scrum master. His core contributions were

- Developed and managed use cases spread across four applications.
- He designed and developed one application from scratch.
- Guided the team to bring the best technical approach to the solution.
- Removed the technical blockers from my Team by solving complex challenges.
- Upgraded Pega

### **Pega CSSA @ Lloyds banking group , Via TCS**

JANUARY 2014 – JUNE 2016

In order to improve the customer experience Lloyds banking group determined to create a new efficient system, the system allowed the branch users to directly scan and send the documents to the appropriate back office. Pega was chosen as one of the components in this system. He worked closely with the other Technical SME's of Lloyds Bank and helped them to design the system. He was involved with the Project LSA on solution proposal, design, implementation and Code quality governance etc. The customer satisfaction survey confirmed that the implementation was very successful, which led to cost reduction and high revenue generation.

His Project Roles were

- Requirement gathering and playback
- Involved in Class structure design
- Case Management
- Data model design
- Flow design and implementation
- Security Management
- User Interface design
- Report Generation
- Code Migration
- Live Implementation

- Project delivery planning
- Risk & Clash Management
- Root to Live Planning and Implementation
- Upgraded Pega

### **Pega Developer @ Tata Aig General Insurance Company , Via TCS**

OCTOBER 2011 – NOVEMBER 2014

WEBPOS was the mother application in TAGIC for Policy issuance. The application facilitated the Auto, Home, Travel and Accidental health policy issuance. He have worked as a CSA in this project where he had developed various policy issuance stages and provided production support to the Live Application.

My roles were

- Production issue resolutions
- Application development
- System integration with SOAP
- Code Development
- Requirement gathering as an On-site coordinator
- Reporting to the Customer Stakeholders
- User Interface design

### **PHP Developer , Insync Tech fin solution limited , Kolkata**

MARCH 2010 – MARCH 2011

Developed E commerce Applications with PHP and Integrated them with various banks payment gateway

#### **LINKS**

[Linked in Profile](#)

#### **LANGUAGES**

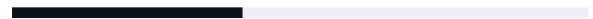
English



Bengali



Dutch



Hindi



#### **HOBBIES**

Participating in Hackathons ( One example: The Citizen <https://devpost.com/software/the-citizen>)

Fish Breeding

Driving

Photography