



## Summary

Sudhina is a certified Pega Senior System Architect with a Master's Degree in Computer Science, a Bachelor's Degree in Mathematics and a strong foundation in Java, Python, Machine Learning, Cloud Azure. As a driving force behind digital transformation within the Dutch and European public sector, she excels in translating complex business challenges into scalable, elegant technical solutions. She has been living with her family in Eindhoven, the Netherlands for the past eight years and speaks good Dutch at B2 level.

In 2022, Sudhina joined Atos Netherlands, where she quickly mastered Pega technologies. She worked for almost two years as a Pega Senior System Architect at the Rijkzaak-Instituut Mijnbouwschade Groningen (IMG), where she developed the Letters-Book functionality, a solution that automates the generation and distribution of letters. She also introduced a Rich Text Editor that allows letters to be dynamically edited based on real-time decisions.

Sudhina is currently working as a Technical Administrator and Pega Expert at CURIA (Court of Justice of the European Union) on the TITAN-Middleware project. Here she manages SIGA PEGA environments across Dev, INT, QUA and PRD systems, handles security advisories and coordinates RFC processes with the change management team.

Sudhina actively participates in customer discussions and refinement sessions, showcasing her meticulous attention to detail. She is an adept problem solver who keeps up with the latest advances in math, IT, and especially Pega technologies, and incorporates advanced features from the latest Pega Infinity updates into her work.

## Motivation

Sudhina is a passionate developer and strives for optimal software solutions. She learns quickly, is punctual and commits herself to delivering a high-quality solution on time. She is a real team player and experiences that good cooperation in a team contributes to the creativity and quality of the solution. Her approach combines fast learning with systematic thinking when Pega released Constellation, Blueprint, and GenAI functionalities, she was one of the early adopters who was able to bring these innovations to production.

## Education

- Master of Computer Applications (MSc)
- Post Graduate Diploma in Computer Applications (PGDCA)
- Diploma in Computer Applications (DCA)
- Bachelor Of Science (BSc-Mathematics)

## Pega Certificates

- Pega Certified Senior System Architect (CSSA), current on 24.2
- Pega certified Business Architect (BA)
- Pega Certified System Architect (CSA)



## Expertise

- Pega BPM Infinity Platform 25, 24.2
- Pega Constellation Adoption badge
- Pega GenAI Blueprint Creator badge
- Pega Business Architect
- Pega Decisioning Consultant (CDH'24.1)
- Pega Process AI Essentials
- Constellation Adoption
- Java

## Other Professional Certificates

- Microsoft Certified AZ-900
- Microsoft Certified DP-900
- Microsoft Certified AI-900



- Java programming
- Mathematics for Machine Learning Algorithm
- Data Structures and Algorithms Specialization
- Introduction to Python for Data Science
- Essential Math for Machine Learning: Python
- Explore and analyze data with Python
- Train and evaluate regression models

## Technical Skills

- Java
- Python, Azure AI, ML
- Jupyter Lab en Jupyter Notebook
- Unix
- Git
- Zabbix
- Dynatrace

## Industries

- FinTec domain
- Government
- European Union Government

## Language skills

- Engels (C2 level)
- Dutch (B2 level)
- French (Beginner)
- Malayalam (Native)
- Hind (Native)
- Tamil (Native)

# Overview of relevant assignments

Sep 2025  
Present

**CURIA(Court of Justice of the European), Luxembourg**  
**Role: Middleware Technical Administrator/Pega CSSA**

## **Project Overview:**

Management of SIGA PEGA environments for the Court of Justice of the European Union on the TITAN-Middleware project, with responsibility for Dev, INT, QUA and PRD systems and complex incident resolution.

Key development contributions:

### Incident Management and Troubleshooting

- Management of SIGA PEGA environments over multiple stages: Dev, INT, QUA, PRD
- Fixed server connectivity issues and authentication errors
- Addressed and streamlined application deployment challenges
- Result: Stable and reliable environments for SIGA and DGM applications

### Deployment Process Audit en Compliance

- Performed deployment audits for SIGA and DGM applications
- SDLC compliance investigated and reported to Change Manager

### Change Request Management

- Coordinated and executed RFC implementations

### Documentation and knowledge sharing

- Created extensive Confluence documentation for incident resolution processes
- Detailed Word reports prepared for technical analysis
- Deployment history analyses documented for audit purposes

### Security Advisor

- Identify CVE vulnerabilities
- Security advisories handling conform governance

*Technical implementation:*

- *Platform: Pega Infinity, Pega Agile Studio*
- *Database: PostgreSQL*
- *Tools: Pega Deployment Manager, Jira, Confluence*
- *Methodology: Agile/Scrum, SDLC, RFC- at Court processes*

*Gebruikte tools en Technieken: Pega Constellation UI patterns and DX API, Pega Infinity '24.1.2 Pega Dev Studio, Pega Admin Studio, Pega Deployment Manager, Pega PDC, Confluence, Jira, Azure DevOps, Git, SQL Query Tools, Linux, WebLogic Server, Monitoring tool Zabbix*

Dec-2024  
Aug-2025

## Performance Monitoring Implementation - Pega Platform '23- Digital Transformation Role: Pega Developer/Dynatrace Consultant

### Project Overview:

Deployed enterprise-grade application performance monitoring solution with Dynatrace APM for Pega Platform infinity '23 on an on-premises appliance, enabling proactive performance management and rapid troubleshooting.

Key development contributions:

- . Dynatrace Integration and Configuration
- . Dynatrace monitoring agents integrated into all Pega application components
- . Real-time data acquisition configured for Apache Tomcat server instances
- . Custom dashboards set up for Pega-specific metrics
- . Result: 100% insight into the application performance
- . System Resource Monitoring
- . Monitoring implemented for CPU, memory, and disk utilization
- . Automated alerts created for resource threshold exceedances
- . Tracked Pega Framework Functions and HTTP Request Flows
- . Result: Unplanned downtime reduced by 65%
- . Implementation of distributed tracing
- . End-to-end tracing configured for user actions across all tiers
- . Data flow between application and database layers mapped
- . Result: Performance bottlenecks identified and resolved
- . Advanced analytics and troubleshooting
- . Session Replay implemented for user behavior analysis
- . JavaScript error tracking set up for frontend issues
- . Result: MTTR decreased (Mean time to resolution) by 25%

Technical implementation:

- . Platform: Pega Infinity '23, Dynatrace APM
- . Server: Apache Tomcat
- . Database: Pega Infinity

Development Tools: Dynatrace OneAgent, Dynatrace Web UI, PurePaths, Session Replay, Apache Tomcat Manager, JMX Console, Browser DevTools, Pega Dev Studio (for instrumentation points)

Mar-2025

## Research and evaluation of Pega Blueprint for product development, Role: Pega Architect at Atos

Atos, as a strategic partner of Pega, has researched the Blueprint product of Pega Systems. She thoroughly analyzed the product, mapped out the possibilities and limitations and provided concrete feedback to Pega. These insights were appreciated by Pega and contributed to the further development of the product. This underlines her proactive attitude and her ability not only to implement technology, but also to actively think about product improvement at a strategic level.

Nov-2022  
Nov-2024

## Institute for Mining Damage Groningen (IMG)RijkZaak, Pega Senior System Architect

The Temporary Committee on Mining Damage was set up to deal with damage reports of gas extraction in Groningen. Eviden has developed a Proof of Concept for the damage reporting process and the follow-up procedure before the committee. This focuses on three schemes, which has led to the creation of two portals with a wide range of casetypes. The application uses DIGI-ID login and communicates with government databases and payment systems. In addition, component development takes place in the form of objection and appeal procedures and a hybrid case model.

Sudhina had the role of Pega CSSA and helped with process development, automatic letter generation and transmission to the customers, monitoring queue processor performance, development of Pega activities calling services and writing data to databases. An example of this is the REST services to T-mobile. In this project, Sudhina expanded her knowledge of Java, Pega integrations, learned more about the use of detail pages, correspondence rules, UI design, and activities, and gained more experience with the class structure in Pega. The technical nature of the basic service has given her a better understanding of other disciplines such as Alfresco, Atabix. Within Pega, Sudhina has gained experience with complex embedded applications, multiple Single Sign On connections, branches, log files, Saveable Datapages, Pega PDC, Pega UIKit and Cosmos, screen flows, foreground and background tracking, and the deployment manager and application testing.

Methods and techniques used: Pega Infinity'24, Pega Constellation, Pega PRPC 8.6-8.7, Scrum, Jira, HTML, Java OOPS

## Completed Educational Assinments

Aug-2019  
Oct-2019

### Mathematics For Machine Learning

This course was aimed at revisiting the underpinnings in Vectors, Matrices and Calculus. Sudhina has done a project in calculating the Page Rank Algorithm using the Machine learning tools and mathematical concepts by spidering 100 pages and screenshots of a website and creating an algorithm using Python and Javascript.

*Methods and techniques used:* Python, Javascript, Jupyter notebook

Sep-2019  
Jun-2019

### Introduction to Artificial Intelligence

Implementing and maintaining a work environment that includes all the tools used by a data scientist. Here, she used the Microsoft data science virtual machine in Azure to provision a workstation. Using Microsoft Azure, she had created machine learning models by predicting. she has used the visual studio code, graphic environment Spyder that works with Python. Deep learning techniques, nueral network concepts and Microsoft cognitive toolkit were used in the prediction.

*Methods and techniques used:* Python, Jupyter Notebook, Microsoft Azure cloud

Mar-2019  
Jun-2019

### Introduction to Data Science

Using Machine learning, the main building block of data science and the various mathematical concepts such as regression, classification, and clustering, she had used to model sales using climatic and real-time functions. Some of the important mathematical concepts like RMSE, MAE, Relative Absolute Error, Confusion Matrix etc were used for prediction.

*Methods and techniques used:* Python, Jupyter Notebook, Microsoft Azure Cloud

Apr-2019  
Jan-2019

### Data Structures and Algorithms Specialization

In it, Sudhina Had learned to assemble the algorithm of a genome of E-coli as a result of a deadly outbreak in 2011. the genomes were sequenced and are located in the Patric Bio-informatics Resource center.

*Methods and techniques used:* Python, Jupyter Notebook

Oct-2010  
Dec-2017

### Master Of Computer Applications

During her master's degree, Sudhina had created a project in Online Book Banking System for her university administration. The system is made in a 3-band architecture. She mainly used the java Object oriented programming concepts and developed the application in Java using RDBMS basics for My SQL and stored using the JDBC-ODBC drivers.

*Methods and techniques used:* Java, My SQL, DBMS, RDBMS, JDBC, SDLC

# Training and Certificates

## Education

Name	Institute	Diploma	Start date	End date
Master of Computer Applications	Indira Gandhi National Open University(India)	Masters	Oct-2010	Dec-2017
Post Graduate Diploma in Computer Applications	Indira Gandhi National Open University(India)	Diploma	Oct-2010	Nov-2012
Diploma in Computer Applications	LBS Centre For Science And Technology(India)	Diploma	Sep-2006	Sep-2007
Bachelor Of Science (Mathematics)	University Of Calicut (India)	Graduate	June-2004	Apr-2007

## Pega Certificates

Name	Institute	Date
Pega Certified Senior System Architect (CSSA)	Pega System	Dec-29-2023
Pega Certified System Architect (CSA)	Pega System	Dec-23-2022
Pega certified Business Architect (BA)	Pega System	Feb-02-2026

## Expertise

Technology Name	Use since	Date last used
Infinity Grip'23,24,25	2023	Present
Pega BPM Platform	2022	Present
PDC Handle	2024	2025
Pega Agile Studio	2025	Present
Pega Deployment Manager	2025	2025
Java	2013	2022
Python	2019	Present
Azure Cloud	2025	Present
Databricks	2025	2019
Apache Pyspark	2025	Present
C	2019	2019
SQL	2007	2019
C++	2010	Present
HTML, CSS	2007	Present
PyCharm	2007	Present
Eclipse	2019	Present
Visual studio code	2019	Present
Jupyter Lab en Jupyter Notebook	2019	Present
Unix	2019	Present
Git	2013	Present
Mathematics for Machine-learning, DBMS	2019	Present
Data structures and algorithms	2019	2025
Zabbix (Monitoring)	2007	Present
Dynatrace (Monitoring)	2025	Present
WebLogic Server	2025	
Tomcat Server	2025	