

# Australia Jobs Expertini®

## Pega Cdh Consultant

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Company: Infosys Singapore & Australia

Location: Melbourne

Category: other-general

Infosys Consulting is the worldwide management and IT consultancy unit of the Infosys Group (NYSE: INFY), a global advisor to leading companies for strategy, process engineering and technology-enabled transformation programs. We partner with clients to design and implement customized solutions to address their complex business challenges, and to help them in a post-modern ERP world. By combining innovative and human-centric approaches with the latest technological advances, we enable organizations to reimagine their future and create sustainable and lasting business value. A pioneer in breaking down the barriers between strategy and execution, Infosys Consulting delivers superior business value to its clients by advising them on strategy and process optimization as well as IT-enabled transformation. To find out how we go beyond the expected to deliver the exceptional, visit us at [www.infosysconsultinginsights.com](http://www.infosysconsultinginsights.com) Infosys Consulting – is a real consultancy for real

**Description:** As a Pega CDH Consultant, you will play a critical role in the design, implementation, and optimization of Pega CDH solutions for our clients. You will ensure that our client's organization effectively utilizes the Pega platform to enhance customer journeys, increase customer satisfaction, and achieve our business goals. **Requirements**

**Responsibilities:** 1. Pega CDH Implementation: Lead the design and implementation of Pega CDH solutions that enable real-time decision-making and personalization across customer touchpoints. 2. Requirements Gathering: Work closely with business stakeholders to gather and analyze requirements for personalized customer interactions and decision-making strategies. 3. Rule-Based Logic: Develop, configure, and maintain decision rules, strategies, and decision data within the Pega CDH platform. 4. Integration: Integrate Pega

CDH with other systems and data sources to ensure seamless data flow and access to relevant customer information. 5. Testing and Quality Assurance: Conduct testing, quality assurance, and debugging of Pega CDH solutions to ensure they perform optimally and meet business requirements. 6. Performance Optimization: Identify areas for performance improvement and optimize Pega CDH configurations for maximum efficiency. 7.

Documentation: Create and maintain documentation related to Pega CDH configurations, decisioning logic, and best practices. 8. Training and Knowledge Sharing: Provide training and knowledge transfer to team members and end-users to ensure effective use of Pega CDH. 9. Troubleshooting: Diagnose and resolve issues related to Pega CDH implementations and provide timely support.

Qualifications: - Bachelor's degree in Computer Science, Information Technology, or related field (Master's degree preferred). - Pega Certified Decisioning Consultant (PCDC) certification is a strong plus. - Proven experience in designing and implementing Pega CDH solutions in a similar role. - Strong understanding of decisioning concepts, rules, and strategies within the Pega platform. - Proficiency in Pega tools, including Pega Decisioning, Pega Marketing, and Pega Customer Service. - Excellent problem-solving and analytical skills. - Strong communication and collaboration abilities. -

Ability to work effectively in a cross-functional team environment. - Knowledge of data integration and familiarity with CRM systems is advantageous. Benefits We welcome applications from all members of society irrespective of age, sex, disability, sexual orientation, race, religion, or belief. We make recruiting decisions based on your experience, skills, and personality. We believe that employing a diverse workforce is the right thing to do and is central to our success. We offer you great opportunities within a dynamically growing consultancy. You will elaborate and deliver best practice solutions and will be able to further develop your solution design, implementation, and project 2 management skills. At Infosys Consulting you will discover a truly global culture, highly dedicated and motivated colleagues, a cooperative work environment and interesting training opportunities.

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