

DILEEP KUMAR TAMMINANA

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PROFESSIONAL SUMMARY

Results-driven OpenText Documentum Administrator with ~3 years of hands-on experience in Docbase administration, D2 configuration, workflow and lifecycle setup, and SLA-driven production support. Skilled in DQL troubleshooting, workflow handling, issue resolution, and ensuring system stability through effective Incident, Change, and Problem management. Committed to delivering high-quality solutions and optimizing ECM environments for business needs.

TECHNICAL SKILLS

- **ECM Platform:** OpenText Documentum, D2, D2-Config, Webtop
- **Administration:** Docbase Management, ACL Security Model, User/Group/Role Administration, Job & Method Server Management, Workflow Task Handling
- **Configuration:** Object Types, Lifecycles, Workflows, D2 Rules & UI Configurations
- **Database:** DQL, Query Optimization
- **Tools:** Documentum Administrator (DA), D2-Config, ServiceNow, DqMan
- **Documentation:** KBA Creation, SOP Documentation, RCA Reporting
- **Environment:** Production Support (L2), Incident/Problem/Change Management (ITIL), Release Management, Migration & Cutover Support, Post-Release Validation, Performance Optimization

PROFESSIONAL EXPERIENCE (Life Sciences Focus)

Documentum D2 Administrator | Cognizant | June 2023 – Present

Administered and maintained enterprise Documentum repositories (Docbases), including designing and managing ACL structures to ensure secure and compliant content access. Handled L2 production incidents and change requests within SLAs while configuring and customizing object types, lifecycles, and complex workflows using Documentum D2 and D2-Config. Managed workflow troubleshooting, task routing, business process configuration, and enhancements to support evolving business needs. Supported production deployments with comprehensive post-release validation and performed detailed root cause analysis (RCA) for recurring issues. Collaborated with DBA and infrastructure teams to optimize system performance and stability. Additionally, led Release & Migration initiatives by managing technical cutover activities during large-scale migrations and performing extensive post-deployment validation and performance tuning.

KEY ACHIEVEMENTS

- Maintained 99%+ **SLA compliance** consistently across L2/L3 production support activities.
- Reduced recurring incidents by **optimizing ACL structures and strengthening security configurations**.
- Improved issue resolution time by developing **reusable DQL scripts and standard troubleshooting templates**.
- Supported multiple production releases with **zero major incidents** through thorough validation and proactive monitoring.
- Contributed to **Cutover Activities during large-scale migration**, ensuring smooth transition and post-migration stability.

EDUCATION

Bachelor of Technology (B.Tech) | MVGR College of Engineering, Vijayanagaram | 2022

ADDITIONAL ACTIVITIES

- Actively participated in blood donation camps and social outreach (CSR) programs, contributing **90+ volunteer hours** toward community-impact initiatives.
- Supported **community-driven educational programs** for underprivileged children, helping with learning activities and academic assistance.
- Volunteered in various **awareness campaigns** and team-organized social initiatives focused on health, safety, and community development.
- Participated in **wellness and health awareness programs**, including fitness challenges, mental health campaigns, and preventive health screening camps.
- Currently representing the **Corporate Cricket Team** for the Hyderabad location.