

# Pradeep Reddy

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## PROFILE

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A dynamic IT professional with 4+ years of experience with expertise in Enterprise Content Management applications like OpenText Content Server. Involved in the Installation, Administration, and Configuration of OpenText Content Server, Brava, and Blazon. Implementation of Extended ECM for Engineering and Extended ECM for SuccessFactors solutions.

## EDUCATION

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### Post-Graduation in Web Design & Development

August 2022, 3.61/4

*Conestoga College, Kitchener, ON*

### Bachelor of Technology in Computer Science & Engineering

August 2019, 9.28/10

*Lingaya's University, Faridabad, India*

## SKILLS

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### ECM

- Content Server 10.5, 16.2.x, 20.x, 21.2, 22. X
- OTDS, Brava, Blazon
- Archive Center
- OTIC
- Web reports, Live reports
- System Center
- Object Importer/Exporter
- Workflows
- Business Workspaces
- Cases and Binders
- OpenText API, REST API, Webservices
- .NET development
- Microsoft Visual Studio
- Forms and Form Templates
- Records Management
- Oscript
- **xECM** - Extended ECM for Engineering, Extended ECM for SuccessFactors
- **OS** - Windows, Linux, MacOS
- **Domain** - Enterprise Content Management, Telecom, Marine Insurance
- **Testing Practice** - Agile, Waterfall methodologies
- Source control management tools
- Document Mapping and Transformation
- Database Technologies and Schemas

## WORK EXPERIENCE

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### OpenText ECM Developer

August 2022 - Present

*Lotus Consulting Services Inc, Calgary, AB*

#### Gases & Chemical Industry

*ECM Implementation and Configuration*

- Attending workshops to understand the project requirements.
- Content Server upgrade to 21.2 from 16.2.9 using System Center.
- Taking backups of Content Server instances.
- Downloading and applying available patches using System Center.
- Applying patches manually for the modules that don't have system center support.
- Installation and configuration of OpenText Directory services (OTDS).
- Integrating and Synchronizing OTDS with Content server.
- Installation and Configuration of Archive Center. Archive Center - Setting up Pools, Disk volumes and Buffers using Administration Client.
- Installation and configuration of Brava and Blazon.
- Monitoring Archive server disk space and adding extra disk space and buffers as per need.
- Fixing Bugs and database issues.

- Supporting users with their day-to-day issues/ challenges.
- Creating folders with required permissions, categories, and attributes as per the clients.
- Managed the **mapping, transformation, and loading of documents** from line of business applications to the **OpenText Content Server**, ensuring accurate data integration.
- Designed and developed **OpenText solution design options** for various projects, leading to optimized system configurations.
- Evaluated **business and technical requirements** related to the **OpenText Content Server**, ensuring alignment with organizational goals.
- Utilized **OpenText Workflows, Workspaces, Connected Workspaces, Web Reports, Web Forms, and Templates** in **Livelink/Content Server** to streamline processes and improve efficiency.
- Applied **information standards** to business scenarios, solving complex problems with appropriate technical solutions.
- Leveraged working knowledge of **database technologies and schemas** to support data management initiatives.
- Demonstrated the ability to work independently with minimal mentoring, quickly learning new concepts and solving problems effectively.
- Collaborated with team members to manage conflict and stress, maintaining a productive work environment.

### **OpenText ECM Administrator**

August 2019 – May 2021

*Smart Decisions Consulting Services Inc, Bangalore, India*

### **Real Estate Investment Company**

*ECM Implementation and Configuration*

- Installation and configuration of Content Server
  - Installation and configuration of OpenText Directory services (OTDS)
  - Integrating and Synchronizing OTDS with Content Server.
  - Installation and Configuration of Archive Center
  - Archive Center - Setting up Pools, Disk volumes and Buffers using Administration Client
  - Training the users on newly installed Custom modules
  - Webservices issue has been monitored and fixed.
  - Fixing the Index and Searching issues
  - Provided Root cause analysis for Incidents
  - Supporting the implementation of new software releases and patches
  - Integrated **OpenText Content Server** with external applications using **OpenText API, REST API, and Webservices**
  - Data migration from Oracle Database to Content Server using FSA
  - Configured and maintained the system, ensuring maximum application uptime.
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  - Monitored application health and deployed changes according to the project release plan.
  - Provided client support for the user interface and resolved integration issues.
  - Worked in a large enterprise IT environment, utilizing **.NET, Microsoft Visual Studio, and source control tools.**
  - Engaged in project activities, including fieldwork and user research, to gather requirements and insights.
  - Collaborated with teams and stakeholders to understand problems and led the technical aspects of solutions.
  - Ensured high-quality deliverables while maintaining a consistent pace of feature delivery.
- Applied best practices including unit testing, test coverage, linting, and code reviews to maintain code quality.

**Manufacturing Industry**

*ECM Implementation and Configuration*

- Installation and configuration of Content Server, OpenText Directory Services, Archive Center, Brava, Blazon, and other OpenText modules.
- Search and Index administration.
- Developed SMART UI Landing page, Business workspace perspectives based on the user roles.
- Created and Configured Facets and Custom Columns based on the customer requirement.
- Worked on Brava and Blazon configuration in all the environments.
- Upgraded all the Content Server components to the latest version in Dev, Pre-Prod, and Production.
- Resolving tickets such as change requests, incidents, and requests.
- Good experience in Forms, Form Templates, and workflows.
- Permission Management and folder management.
- Provided post-implementation support and training.
- Interacting with OpenText support team for handling issues.

**Pharmaceutical Customer**

*ECM Implementation and Configuration*

- Installation of Content Server, OTDS, Brava, and Blazon.
- Installation of Extended ECM platform module.
- Extended ECM for Engineering complete implementation.
- Configured ADN, CRT Dashboards, Distribution Matrix, OU, Programs, and Projects.
- Bulk Load Templates Configuration and Development.
- Process Flow designing and Transmittal Configurations based on business requirements.
- Smart UI perspective configuration for program, project, and vault.
- Designing forms and form templates to maintain ADN dropdown values.