**RISHI KANNAN KRISHNAN**

**Senior Consultant - Thunderhead / SmartComm Developer**  Email: [rishikannank19@gmail.com](mailto:rishikannank19@gmail.com)

LinkedIn: <https://www.linkedin.com/in/rishi-kannan-krishnan-3539ba120/> Mob: +91 9790504182

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**PROFESSIONAL SUMMARY**

An ambitious Customer Communication Management professional, with critical thinking and strong interpersonal skills. Possess hands-on experience in content management tools like **Thunderhead**, **Smart Comm** & **Guidewire UI** and has successfully delivered more than 10 projects across different domains like Insurance, Banking, and Trading. Looking forward to solve challenging problems in customer communication with futuristic approach.

**WORK EXPERIENCE 8 YEARS 11 MONTHS**

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*Sept 2022 – Present* **Capgemini – Smart Comm Professional Services (Aus & NZ)** *Senior Consultant*

* **SmartComm** - Creation of **Templates, Shared contents, Layouts, Enclosures, Overlays, Template Selector, OP** **Config** using **ATD**, **Font Configuration, Appliance** and updating **XSD** using **Data Modeler**.
* My tasks in **Smart Comm professional services** deals with multiple **Australian** clients migrating to SmartComm by comprehending the requirements, implementing POCs and aiding the clients in initial resources development.



*Jan 2020 – Sept 2022* **Ernst & Young (EY GDS)** *Technical Lead*

* Led a 4-member team and has successfully developed and implemented end to end flow of documents using Guidewire and SmartComm for 5 Canadian Clients using **Agile framework**.
* My day-to-day tasks involves working with multiple stakeholders from Client Team, Management team, Guidewire Integration team, Guidewire Configuration team, DevOps team and assisting the team in development.
* Involved in creation of **Templates, Shared contents, Layouts, Enclosures, Overlays, Template Selector, OP Config, Font Configuration, Appliance** and updating **XSD** using **Data Modeler**.
* Performed Unit testing and QA testing in **Guidewire X Centers**, as part of **Quality Assurance** activity.
* Coordinated with upstream teams to attend status meetings, technical discussions and scrum meetings.
* Identified the business issues/ key areas which are in need of improvement through collaboration with key stakeholders and diagnosed the root cause and came up with effective solutions.
* Created a re-usable structure of documents which was implemented in 5 different client projects which accelerated the project delivery and saved **100**-man hours in each project.

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*Nov 2018 – Dec 2019* **HTC Global Services** *Senior Software Engineer*

* Developed and published documents for US Clients using **Smart Comm** - **Advance Template Designer**&**Date Modeler**, based on customer provided specifications by understanding user stories.
* Coordinated the review documents and projects release.
* Monitored Prod Jobs and provide fix for any prod failure promptly without any delays.

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*Jan 2017 – Nov 2018* **Aon Hewitt(later acquired by Wipro)** *Software Engineer I*

* Analysed, handled and effectively managed **Thunderhead** related **business critical incidents**raised by client teams in support environment based on the criticality and complexity.
* My role includes Customer relation management by interacting with more than **130** clients on a day-to-day basis interaction for requirements gathering (based on the tickets raised).

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*Aug 2014 – Jan 2017* **TCS** *System Engineer*

* Analyse & understand the project requirements, to create the expected Confirms (documental proof for trading)using **Thunderhead** – **Business Content Studio**, **Business Object Studio** and **Admin**.
* Follow up with the Business Users for the approval of change request in the Production Environment and maintain trackers like Project details tracker, Bug tracker and Prod issue tracker.
* Worked in STP project as Business Analyst to make maximum no of templates **STP (Straight Through Process)** which saved **250**-man hours annually.

**CERTIFICATIONS**

* **Scrum Master** certification completed in CourseEra.
* **Agile Project Management Essentials** course completed.