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Professional Objective

- ☐ Possessing 8+years of IT experience in the field of software design, development &testing of applications developed using OpenText CCM Tool (StreamServe5.6.1& 5.6.2), OpenText Exstream 16.6, SSRS, SQL.
- ☐ OpenText Streamserve / Exstream Developer with 5.6 years' experience in Requirement analysis, Design, Batch Monitoring, testing, Production support, Defect fix, Implementing Batch and Ad hoc Correspondence Letter Generation.
- ☐ Seeking a position to utilize my skills and abilities in the IT industry that offers professional growth and career advancement.
- ☐ 16 months of Onsite exposure (from Aug 2019 to Nov 2020) in client location (Denmark).
- ☐ Good knowledge of different phases of SDLC which includes Analysis, Design and Development.
- ☐ Responsibilities include Requirement Analysis, Implementation, Design, Coding and Unit testing, Defect Fix, Production Support, Batch Monitoring.
- ☐ Having experience in OpenText CCM Tool (Streamserve Tool), OpenText Exstream 16.6.5, SSRS.
- ☐ Work experience in Telecom Domain (TDC), Insurance Domain (RBC), Utility Domain (Dominion Energy).
- ☐ Having ability in Designing, Building, and configuring the application to meet business requirements.

Experience

- ☐ Organization: Accenture
- ☐ Designation : Application Development Senior Analyst
- ☐ Duration : 1.4 years
- ☐ Location : Hyderabad

- ☐ Organization: TCS
- ☐ Designation : IT Analyst
- ☐ Duration : 2.5 years
- ☐ Location : Hyderabad

- ☐ Organization: Capgemini Technology Services Limited
- ☐ Designation : Associate Consultant
- ☐ Duration : 4.11 years
- ☐ Location : Hyderabad

Skills

- ☐ RDBMS: SQL Server
- ☐ Operating System: All Windows OS
- ☐ Tools: Streamserve 5.6.2, 5.6.1, Exstream 16.6 versions, SSRS, SAP, HPQC12.1, JIRA, composition Centre, ESP Monitoring Tool, and Design manager
- ☐ Performance Tools: Control Centre

Education

- ☐ B. Tech – Computer Science and Engineering - 2013 - JNTU, Andhra Pradesh.
- ☐ Intermediate – Sri Chaitanya Junior College - 2009, Andhra Pradesh.
- ☐ SSC – Nagarjuna English Medium High School - 2007, Andhra Pradesh.

Projects

Dominion Energy (Sep 2021 to current)

- ☐ Client : Dominion (North America)
- ☐ Environment : Exstream 16.6.5
- ☐ Description : Dominion Energy, Inc., commonly referred to as Dominion, is an American power and energy company headquartered in Richmond, Virginia that supplies electricity in parts of Virginia, North Carolina, and South Carolina and supplies natural gas to parts of Utah, West Virginia, Ohio, Pennsylvania, North Carolina, South Carolina, and Georgia. Dominion also has generation facilities in Indiana, Illinois, Connecticut, and Rhode Island
- ☐ Responsibilities:
 - Work as an HP Exstream Developer.
 - Possessing experience in implementation and designing enterprise solution for Open Text Exstream.
 - Experience in configuration and development using various components like Control centre, Communication Builder.
 - Creating various templates and complex design using storyteller.
 - Experience in shell scripting.
 - Analyse XML data input files and map data accordingly
 - Experience in XMLIN, PDFout.
 - Involved in deployment phase between different Environments.
 - Technical support and Production issues solving for stream serve, Exstream.

DCT & DBT Operations – Onsite (Aug 2019 to Dec 2020)

- ☐ Client : TDC (Telecom Denmark Communication)
- ☐ Environment : Stream Serve 5.6.2
- ☐ Description : The Dynamic Communication Tool (DCT) system is used to generate

and/or automate communication with customers and external partners. The Dynamic Billing Tool (DBT) system is the TDC/YouSee Invoice generator and archive solution, built on an OpenText Streamserve platform version 5.6.2 Build 374. Updates to Streamserve will be implemented related to accuracy of template, including output formatting (fonts, margins, etc.), data accuracy, and user screen creation.

☐ Responsibilities:

- Having experience in implementation and designing enterprise solutions for Open Text Streamserve.
- Possessing experience in implementation and designing enterprise solution for Open Text Exstream.
- Experience in configuration and development using various components like Control Centre, Communication Builder.
- Creating various templates and complex design using storyteller.
- Experience in shell scripting.
- Analyse XML data input files and map data accordingly
- Experience in XMLIN, PDFout.
- Involved in deployment phase between different Environments.
- Experience in delivering output in various formats like email, pdf.

Prudential Life Insurance -Offshore (Aug 2017 – May 2019)

☐ Client : Royal Bank of Canada (Canada)

☐ Environment : Streamserve 5.6.1

☐ Description : As the Third-Party Administrator (TPA), Capgemini will administer Correspondence needs for Prudential Group and Individual Long Term Care Operations. Prudential's end users will be responsible for choosing applicable Correspondence via Streamserve. Prudential will provide all approved content and specifications that will enable appropriate system configuration. Updates to Streamserve will be implemented related to accuracy of template, including output formatting (fonts, margins, etc.), data accuracy, and user screen creation.

☐ Responsibilities:

- Having experience in implementation and designing enterprise solutions for Open Text Streamserve.
- Possessing experience in implementation and designing enterprise solution for Open Text Exstream.
- Experience in configuration and development using various components like Control centre, Communication Builder.
- Creating various templates and complex design using storyteller.
- Experience in shell scripting.
- Analyse XML data input files and map data accordingly
- Experience in XMLIN, PDFout.
- Involved in deployment phase between different Environments.
- Experience in delivering output in various formats like email, pdf.

Bedrock Crystal Reports -Offshore (July 2015 to Aug 2017)

☐ Client : Royal Bank of Canada (Canada)

☐ Environment : SSRS 2015 tool, SQL

- **Description** : RBC is the largest Canadian bank-owned insurance organization and one of the fastest growing insurance companies in the country. RBC Insurance, through its operating entities, provides a wide range of creditor, life, health, travel, and home and auto and reinsurance products to more than five million North American customers. RBC provides life insurance services through several Policy Admin systems. Bedrock is one of the admin systems that we tested. Bedrock and PASport are the few names of a life insurance administration systems in use by RBC Insurance Life Division. It is a client-driven, relational database system that supports a wide range of life and health insurance products and clients. The current Application-Bedrock is one of the policy administration systems in RBC insurance. RBC also provides new business policies from Bedrock. We QA team involved in testing of Bedrock application for all the maintenance projects/releases.
- **Responsibilities:**
 - Developing, testing, and deploying SSRS reports to production environments.
 - Communicating with report consumers and other stakeholders to elicit and document reporting requirements and propose appropriate solutions.
 - Developing reporting requirements and obtaining sign off from business stakeholders.
 - Designing and developing report mock-ups and prototypes.
 - Helping QC Engineers to develop and execute report testing protocols.
 - Proactively engage in continuous improvement efforts for SSRS reports and their operation.
 - Experience developing sophisticated SSRS reports against complex data sets.
 - Ability to work well independently or on a team.

Bedrock - Offshore (Apr 2014 to Mar 2015)

- **Client** : Royal Bank of Canada (Canada)
- **Environment** : Crystal Reports 2008, MS SQL Server-2008, Manual Testing
- **Description** : RBC is the largest Canadian bank-owned insurance organization and one of the fastest growing insurance companies in the country. RBC Insurance, through its operating entities, provides a wide range of creditor, life, health, travel, and home and auto and reinsurance products to more than five million North American customers. RBC provides life insurance services through several Policy Admin systems. Bedrock is one of the admin systems that we tested. Bedrock and PASport are the few names of a life insurance administration systems in use by RBC Insurance Life Division. It is a client-driven, relational database system that supports a wide range of life and health insurance products and clients. The current Application-Bedrock is one of the policy administration systems in RBC insurance. RBC also provides new business policies from Bedrock. We QA team involved in testing of Bedrock application for all the maintenance projects/releases.
- **Responsibilities:**
 - Responsible for attending Requirement walkthroughs.
 - Prepared test cases against the requirements and reviewed the cases designed by peers.
 - Involved in test data identification, creation, execution.

- Involved in Smoke testing, Sanity testing, Functional and Regression Testing.
- Defect logging and monitoring in HPQC.
- Responsible for communicating with development team on fixing/retesting the defects and being a part of defect triage calls.
- Planning my daily testing activities and Providing KT session to freshers.
- System Testing and Bug Fixing.

Work Location: Hyderabad

Divya Elluru