

# SATHYAN SELVARAJ

Certified OpenText Exstream 16.6 Professional with over 11 years of experience in enterprise architecture, design, development, and testing. Proven expertise in Project Management and troubleshooting with a strong background in OpenText Exstream and Streamserve. Targeting leadership roles in an organization of repute.



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## Profile Summary

- ❖ An accomplished and detail-oriented **Exstream and Streamserve Consultant** with a strong track record in implementing and optimizing advanced customer communication management (CCM) solutions.
- ❖ **Technical Expertise:** Skilled in leveraging OpenText Exstream and Streamserve for tailored solutions that enhance document generation, improve customer engagement, and ensure regulatory compliance.
- ❖ **CCM Solutions:** Extensive experience in designing, deploying, and optimizing CCM systems, including creating and managing complex, personalized document templates and workflows for multiple channels (email, print).
- ❖ **Integration Proficiency:** Adept at integrating CCM platforms with CRM, ERP, and databases to ensure seamless data flow and accurate document generation.
- ❖ **Compliance & Optimization:** In-depth knowledge of industry regulations and compliance requirements, with a focus on analyzing and optimizing CCM processes to boost efficiency and reduce costs.
- ❖ **Project Management:** Strong project management skills, including leading end-to-end implementations, providing strategic guidance, and delivering training and support to client teams.
- ❖ **Sector Experience:** Successfully led CCM implementations for large enterprises in Telecom, Banking, and Financial Services, resulting in significant improvements in document processing efficiency and customer satisfaction.
- ❖ **SDLC Proficiency:** Experienced in both Waterfall and Agile (Scrum) methodologies.



## Core Competencies

Customer Communication Management
Enterprise Document Solutions
OpenText Streamserve
Data Integration

Document Generation & Automation
Omnichannel Communication
Customer Communication Optimization
Multi-Channel Distribution

Customer Experience Management
OpenText Exstream
Document Template Development
Reporting and Analytics



## Technical Skills

- ❖ **Tools:** OpenText Streamserve 5.6.x, OpenText Exstream 16
- ❖ **Operating Systems:** Windows, Linux/Unix
- ❖ **Programming Languages:** Shell Script, SQL, JavaScript, Java
- ❖ **Agile Life Cycle Tools:** Jira, Visual Studio, ServiceNow, Azure



## Certifications

- ❖ OpenText Exstream Communications Server 16.6 Developer Certification in September 2021
- ❖ Microsoft Azure Fundamentals in June 2019



## Soft Skill

Collaborator
Leadership
Team Management
Analytical
Problem-Solving



## Education

Bachelor of Technology - Information Technology from Kalasalingam Institute of Technology, Virudhunagar, India

2012



## Career Timeline



## Work Experience

### Feb'19-Till Date | Opentext Exstream || Streamserve Consultant | Banqsoft AB, Stockholm, Sweden

#### Key Result Areas:

- ❖ Spearheading the installation and implementation of OpenText Exstream (versions 23.3 and 21.3) and Streamserve for various banking clients.
- ❖ Migrating projects from Streamserve to Exstream.
- ❖ Analyzing, designing, and implementing critical documents including letters, tax statements, and invoices for over 10 clients in the banking sector.
- ❖ Utilizing advanced Agile methodologies to deliver solutions aligned with customer work policies and priorities.
- ❖ Designing and developing Exstream/Streamserve solutions, including configuration of components such as Control Center, Design Center, and Composition Center.
- ❖ Managing end-to-end implementation of Streamserve and batch processing of jobs for invoices and letters.
- ❖ Demonstrating strong expertise in input drivers (XMLIN, StreamIN) and output drivers (Storyteller, PagOUT, XMLOUT, StreamOUT), delivering documents in various formats including PDF, AFP, XML, CSV, DAT, and government-specific formats.
- ❖ Providing comprehensive archiving solutions using Exstream and Streamserve Archive solutions and gained hands-on experience with OpenText Content Server.

### Mar'16-Jan'19 | Opentext Streamserve Developer | Tre Sverige, Stockholm, Sweden

#### Key Result Areas:

- ❖ Engaged as a consultant from Tata Consultancy Services (TCS), Chennai, focused on Streamserve development within the telecom domain.
- ❖ Designed invoices for customers in Sweden and Denmark, adhered to Agile methodologies.
- ❖ Configured components like Control Center, Design Center, and Composition Center and developed various output files using XMLIN, StreamIN, Storyteller, PagOUT, XMLOUT, and StreamOUT.
- ❖ Delivered documents in formats such as PDF, AFP, XML, CSV, and DAT, including government-required output formats.
- ❖ Utilized UNIX scripting, JAVA, and Jenkins for continuous integration and delivery (CI/CD) and worked with SingleView Billing System for XML file generation.

### Sep'13-Jan'16 | Java Developer | Tata Consultancy Services, Chennai, India

#### Key Result Areas:

- ❖ Led the implementation of the Mobile Repair Order system for a UK-based telecom company, using Waterfall methodology.
- ❖ Developed and maintained Mobile Repair Orders and Voucher Management System (VMS) for prepaid users.
- ❖ Engaged in client interactions for strategic planning and requirement estimation, and wrote unit tests for developed scenarios.
- ❖ Implemented auto-deployment of applications using Jenkins and contributed to testing various applications within the same project.



## Personal Details

**Date of Birth:** 30<sup>th</sup> Sep 1990

**Languages Known:** English & Tamil

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