

ISHAN PARASHAR

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PROFESSIONAL Summary:

Results-driven and detail-oriented CCM (Customer Communication Management) Developer with **4.8+ years of experience** in designing, developing, and deploying customer communication solutions using **OpenText Exstream, Quadient Inspire, and Messagepoint**. Proven expertise in developing high-quality, responsive, and scalable communication templates for domains like **Insurance, Banking, and Healthcare**.

Employment Details and Work Experience:

- **Espire InfoLabs PVT LTD, Gurugram**
01/Nov/2020 – Present
Client: *Paragon UK – RSA Insurance (U.K.)*
 - Spearheading development and maintenance of CCM solutions using **OpenText Exstream, Quadient Inspire, and Messagepoint**, catering to large-scale insurance and finance clients
 - Designed and deployed over **100+ dynamic templates** including policy documents, invoices, and statements, ensuring regulatory compliance and on-time delivery
 - Developed and optimized complex data processing workflows leveraging **XML, JSON, CSV**, and script-based inputs for efficient document generation
 - Managed **end-to-end template lifecycle** — from requirement analysis and logic building to QA testing, production deployment, and client UAT sign-off
 - Acted as a **Subject Matter Expert (SME)**, guiding cross-functional teams on best practices, tool capabilities, and issue resolution strategies
 - Improved documentation quality by standardizing **impact analysis**, change logs, and risk mitigation plans for high-impact deployments
 - Facilitated seamless communication between **onshore stakeholders and offshore development team**, ensuring consistent delivery within SLA timelines

Project Highlight:

- **Bank Statement Automation – OpenText Exstream** [[GitLink](#)]
 - Developed a multi-channel solution to generate dynamic bank statements in PDF format.
 - Extracted XML metadata to automate SMS notifications for end-users.
 - Used scripting to handle variable data inputs (accounts, transactions, balances).
 - Integrated conditional logic for branding, layouts, and language preferences.
 - Technologies used: **OpenText Exstream 16, XML, PDF Post-processing, Metadata Mapping, Automation scripts, Batchfile, Controlfile, Formula Variable**.

Skills:

- **Tools** – OpenText Exstream, Messagepoint, Quadient
- **Languages** – C#, HTML, CSS, Linux
- **Database** – MySQL

Education:

- **Bachelor of Technology (B.Tech) in Computer Science Engineering**
Dr. K.N. Modi Institute of Engineering and Technology, Modinagar (U.P.)
2016 – 2020 | First Division with Honors
- **Senior Secondary (XII), Science with Mathematics**
B.B.P.S., Modinagar (U.P.)
2014 – 2016
- **Secondary (X)**
B.B.P.S., Modinagar (U.P.)
Completed in 2014

Self Experience :

- Quadient Basic Designer Training Certificate [[Link](#)]

**Organization
Award:**

- **Awarded "Employee of the Month"** for outstanding performance and contribution in the **RSA (Royal Sun Alliance) Project** at Espire InfoLabs
- **Received "Prime Member Award"** at BAU (Business-As-Usual) level for consistently delivering high-quality solutions and cross-team support in ongoing project deliveries