SRINITHYA MITTAPALLE

Bangalore, India | Email: msrinithya4@gmail.com | Phone: +91-9986381905 | LinkedIn: **linkedin.com/in/srinithyam**

Skills

- Quadient Inspire Designer
- Quadient Inspire Interactive
- Quadient Inspire Scalar
- Inspire Content Manager
- OpenText StreamServe
- OpenText Exstream
- Apache Tomcat
- JIRA
- Agile Ways of working
- Windows (XP/7/10)

Certifications

- Quadient Inspire Scalar Basic
- Quadient Inspire Designer Basic
- Quadient ICM Basic
- Certified Scrum Master

Education

B.Tech – JNTU Ananthapur | 82% | Aug 2009 – Jul 2013

Intermediate – Sri Chaitanya Academy, Tirupati | 88% | May 2007 – Jun 2009

Summary

- Over 10 years of experience with CCM tools including Quadient Inspire, OpenText StreamServe, and OpenText Exstream; with 7+ years of hands-on expertise in Quadient Inspire.
- Skilled in vendor coordination, cross-team collaboration, and mentoring team members.
- Strong leadership background with experience in team expansion, transitioning into leadership roles, and managing SLAs for large-scale enterprise applications.
- Adept at gathering and finalizing stakeholder requirements, proposing solutions for non-standard needs, and ensuring high-quality, on-time delivery.
- Proven track record in document composition, template migration, multi-language template creation, and production support.
- Experience in Agile and waterfall development methodology and project planning through JIRA.

Professional Experience

Senior Technical Lead | TietoEvry, Bangalore (Jun 2022 – Present)

- Leading the migration from OpenText StreamServe to Quadient Inspire, ensuring alignment with business goals, adherence to design standards, and seamless delivery.
- Collaborating with POs and SAs to define quarterly goals, plan work, and refine backlogs, ensuring high-priority items are delivered on time.
- Overseeing production deployments and providing post-deployment support when needed, ensuring thorough business-side testing before closure.
- Analyzing risks for incoming stories, aligning with source teams, and managing dependencies to safeguard timelines and quality.
- Preparing and presenting monthly operations reports that showcase deliveries, SLA adherence, and key achievements to stakeholders.
- Expanded the team from 6 to 11 members while serving as Technical Lead, successfully transitioned portions of work from other vendors by demonstrating consistent, high-quality delivery and operational reliability.
- Visited onsite on three occasions for high-impact client engagement — delivering KT to new onsite team members, leading the transition of responsibilities, and strengthening relationships to enable future work expansion.
- Participating in stakeholder discussions to gather and finalize requirements, followed by creation or enhancement of existing functionality to meet agreed specifications.
- Providing strategic support for existing StreamServe applications in test and production, ensuring SLAs are met in AM and AD through proactive planning and coordination.

- Provided knowledge transfer (KT) about the project, train and mentor team members to manage daily monitoring independently and offer guidance or hands-on support during critical production issues.
- Developing and maintaining base templates, styles, external blocks, display rules, snippets, functions, barcodes, tables, graphs, and variable elements in Quadient Designers.
- Developing and maintaining the templates in Quadient Interactive and creating reusable blocks.
- Created cleanup and ZIP jobs using Inspire Scaler workflows and PowerShell scripts to optimize storage and improve operational efficiency.
- Resolving issues across multiple delivery channels, including on-demand and batch input workflows, as well as FTP transfer errors and missing files, to ensure smooth and timely delivery to all output channels.

Application Development Senior Analyst | Accenture, Bangalore (Feb 2021 – Jun 2022)

- Delivered a Proof of Concept (POC) to migrate existing StreamServe applications into Quadient Inspire, demonstrating template conversion, workflow creatiom, and business alignment.
- Led design and development of document templates in Quadient Inspire Designer - including base templates, styles, page layouts, reusable blocks, and interactive templates. Supported in scalar workflow creations.
- Provided production deployment support, performed validation, and resolved issues to ensure SLA compliance.
- Collaborated with vendors (BSWA, printshop, post office) for seamless output delivery across multiple channels.
- Mentored and provided with KT to new team members, enabling faster ramp-up on Quadient workflows and monitoring.
- Prior exposure to OpenText StreamServe 5.6.2 and Exstream 16.6: worked on Communication Builder, Control Center, StoryTeller, StreamIN/StreamOUT, PageOUT, and StreamStudio for legacy bill, reminder, and overdue payment communications.

Consultant | Capgemini, Bangalore (Sep 2019 – Feb 2021)

- Contributed to migration initiatives, moving legacy applications from OpenText StreamServe 5.6.1 to Exstream 16.4 and 16.6, ensuring business continuity and compliance with design standards.
- Coordinated closely with onsite teams to gather requirements, resolve AD and AM issues, and align deliverables with business needs.
- Implemented multilingual document solutions, enabling consistent communication across multiple geographies.
- Enhanced application functionality by working on XMLIN and StoryTeller configurations, including setting up EmailOUT triggers for automated correspondence.
- Managed invoicing solutions through Workshop and ensured smooth operational performance by handling job management activities in Supervisor.

Software Engineer | CGI, Bangalore (Jan 2017 – Sep 2019)

- Developed and customized templates in Quadient Inspire Designer, generating PDFs and CSV outputs for insurance policies, banking correspondence, and compliance documents.
- Gathered and analyzed business requirements for insurance and banking communications, translating them into effective CCM solutions.
- Executed coding, unit testing, and post-deployment checks, ensuring seamless transitions.

Associate Software Engineer | CGI, Bangalore (Jan 2015 – Dec 2017)

- Designed and enhanced StoryTeller and PageOUT documents.
- worked with XMLIN, PageIN events and emailOUT, XMLOUT processes.
- Developed, tested, and deployed changes in StreamServe 5.6.2 applications, gaining strong foundational experience in CCM and production support.
- Designed and implemented electronic invoicing formats (Finvoices, e-invoices, penalty notices), supporting digital transformation initiatives.