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Profile Summary:

I have 10+ years of experience of analysis, design and testing of personalized communication statements/letters using the document composition tools like **OpenText Exstream** (Design, Design manager, Live editor (versions like 8.0, 8.6.107, 9.5.201, 9.5.305, 16.6)), **DOC1** V4, V4.6, V5.6, **KOFAX**-CCM and **Message Point**.

Experience Synopsis:

➢ Experience in writing, testing and maintaining code to ensure the output meets the business requirements.
➢ Experience in business case analysis, quality assurance concepts and procedures
➢ Have strong knowledge in Data Mapping, XML/flat/CSV data files, Page Design, Output Queues, Flow Tables, Barcodes, Campaigns and Barcodes and Dynamic Messages.
➢ 7+ years of experience in Customer Communication Management - Involved in Analysis, Designing, Development, Testing, Implementation, maintenance and in Production Support.
➢ Preparing Technical design documentation.
➢ Capable to delve into the new leading Technologies.
➢ Ability to work well in both team environment and individual environment.
➢ Presented and participated in status meetings and reporting project activities and plan of action with customer.
➢ Worked on scratch project, complex tables and HP Exstream Live Interactive (Live).
➢ Knowledge on different document generation tools like Oracle IStream Publisher and DocuMerge.
➢ Knowledge on the mode of creations like, Batch and On Demand.
➢ Responsible for handling change requests.
➢ Coordinate client meetings, for information (data) from the client.
➢ Strong knowledge in KOFAX toll, CCM Designer and CCM Repository.

Professional Experience:

➢ Working as a Senior Software Engineer in Espire Info labs, Gurgaon from Dec 2018 to Till Date.
➢ Worked as a Senior Software Engineer in Value Momentum, Hyderabad from Dec 2017 to Oct 2018.
➢ Worked as Software Engineer in Macro Soft India Pvt.Ltd, Trivandrum from May 2015 to Dec 2017.

Academic Qualification:

➢ Master of Computer Applications (**MCA**) from Acharya Nagarjuna University in Guntur.

> ➢ Certified on **Message Point**
> ➢ Certified on **Jenkins**
> ➢ Certification of completion on **AWS** Cloud Practitioner Essentials.

IT Skill Set:

- Operating System: Z/OS, Windows family
- Languages: C, C++, VB.Net
- Database: DB2, SQL Server
- Web Technologies: HTML, Java Script and ASP.Net
- CCM Tools: OT Exstream versions 7.0, 8.0, 8.6.107, 9.0, 9.5.201, 9.5.305 & 16.6), Messagepoint(v23.2), DOC1 (v4.5) and KOFAX CCM.
- Tools: Ticket Viewer, Processing Queue, PDF Comparison, Beyond Comparision, EPS Convertor, Upgrade Conversion, Team Viewer, DOC1 Manager, Oracle IStream Publisher, DocuMerge, Archive Updater, Print Queue, Work bench, WinScp, Perforce and Jenkins.

Project Details:

Projects 7:

Title: PRINCIPAL COMPOSITION
Client: Broad ridge
Duration: Oct 2024 to Till date
Technologies: OpenText Exstream v16.6, Jenkins, Perforce, Linux and work bench
Role/Team Size: Team Member / 24

Project Description:

The project involved the deployment, configuration, and validation of an enterprise output generation system with a focus on ADA compliance, font standardization, and document accuracy. Enhancements were implemented across Development, QA, UAT, and Production environments, ensuring accessibility standards, smooth deployments, and business requirement compliance.

Responsibilities:

- Directly communicating with the Client about Environment setup.
- Validated and installed XOB files into the production database ensuring historical object/component integrity.
- Configured application setup and dependencies using system-provided configuration files.
- Verified input and reference files for completeness and correctness.
- Replaced PFG fonts with CFL-compliant fonts and validated accessibility compliance.

- Implemented application enhancements including ADA compliance features, queue validations, and DOCX formatting.
- Created and validated Pub files for accurate output generation.
- Generated and tested PDF outputs in Linux DEV and QA environments.
- Performed version control of Pub files using Perforce.
- Built and deployed Jenkins packages across multiple environments.
- Collaborated with QA for testing, PDF comparison, and business requirement validation.
- Prepared and executed Change Requests (CRQs) for UAT and Production deployments.
- Maintained deployment documentation and secured stakeholder sign-off. Prepare Quality Documents like Technical Specification, Code Review Checklists, Unit test Plans, Weekly Status Report.
- DEV testing and Unit testing.
- Fixing the issues logged by QA team and tracking them by using the third-party tool.

Projects 6:

Project Title: Thunderhead to Messagepoint migration
Client: Natwest Bank – UK
Duration: February 2023 – Sep 2024
Technology: Messagepoint(v23.2), JIRA, Sefas Engine, Pre-proof, proof
Role/Team Size: Team Member/12
Mode of Operation: Interactive (Connected Interview) & Batch process

Responsibilities:

- Analyzed and understood complex business requirements to ensure accurate migration from Thunderhead to Messagepoint.
- Designed customer communication templates including letters and enclosures within Messagepoint.
- Created and configured multiple Messagepoint components such as:
- Touchpoints, Data Sources, Data Collections, Primary & Reference Data Files
- Data Resources, Variables (creation and bridging), Smart Texts (Static & Dynamic)
- Target Groups, Targeting Rules, Output Tags, and Touchpoint properties setup
- Managed Inserts (Touchpoint-specific and Global), Delivery Events, and bundle updates for job submission and proof generation.
- Performed data validation and ensured successful proof generation with conditional logic.
- Coordinated with business and QA teams to ensure smooth migration and accurate output delivery.

Projects 5:

Title: CYB Bank – VM Rebranding
Client: WLT – UK
Duration: Feb 2020 to Dec 2022
Technologies: HP Exstream Dialogue 9.5, Live Editor
Role/Team Size: Team Member / 15

Project Description:

The CYB Bank project involves the generating of various forms and letters for bank related business. CYB has recently bought Virgin Money and as part of the integration and migration of these products, CYB is setting up two new products (Current Account and Savings Account) to allow the recruitment of new customers.
CYB has requested WL to generate new Virgin Money brand letters by cloning the existing B brand letters which will then have text changes and the business logic implemented according to VM brand requirements.

Responsibilities:

- Directly communicating with the Client about Environment setup.
- Preparing the skeleton of the input driver XML and getting the approval from client.
- Making the component for common requirements.
- Discussing with the client about the template objects.
- Creating deployment environments like DEV and QA.
- Interacting with the application development team and integration team to sync.
- Deploying generated applications (pub files) in different regions.
- Mapping of variables.
- Prepare Quality Documents like Technical Specification, Code Review Checklists, Unit test Plans, Weekly Status Report.
- DEV testing and Unit testing.
- Fixing the issues logged by QA team and tracking them by using the third-party tool.

Project 4:

Title:	RSA Remediation and Email Self Service
Client:	Williams Lea Tag (UK)
Duration:	Dec 2018 to Dec 2019
Technologies:	Message Point, HP Exstream Dialogue 9.5.303, Postman & HTML
Role/Team Size:	Team Member / 11

Project Description:

The project involves two phases. Smart text to Messages conversion and Email self-service, in this project we have worked on two brands (**Nationwide** and **MoreThan**), and in this process involved in all the phases of requirement gathering, analysis, Coding, testing and deployment of the projects, which involves converting smart text to messages and generate PDF's. In this process checking targeting rules, applying rules, messages font styles and Data files mapping part involved. .

Responsibilities:

- Involved two phases in this project, Development and Conversion phase.
- Having strong knowledge on TouchPoint, Layout, Manager, Sections, Zones, Messages, Variants, SmartText, Image Library, Target rule, Delivery event, Data source, Data File, Variables, Lookup table, Font, Style, etc…
- Analysis mockup's, design, data mapping and generate the outputs.

- Create the variables, data mapping and triggering rules.
- Familiar with SDLC processes and be able to come up with the process related steps/plans as and when
- Daily attending scrum meeting.
- Participate in all aspects of testing, functional, non-functional, UI, usability, integration, regression, load, performance and system testing.

Project 3:

Title:	NSM Sports and Wellness
Client:	NSM Insurance Company
Duration:	Jan 2018 to Oct 2018
Technologies:	HP Exstream Dialogue 9.5.303, KOFAX-CCM, Live Editor 3.0, .Net, SQL Server and Oracle IStream Publisher
Role/Team Size:	Team Member / 13

Project Description:

Involved in all the phases of Requirement gathering, analysis, Coding, testing and deployment of the projects, which involves creating a complete application package i.e. the required policy statements, used the Placeholder variable to import the PDF and RTF, various Reports Files, Output queue handling with various splitting conditions, successfully worked with the client such as Allstate.
Handling Account - NSM Insurance Company: the NSM Corporation is the largest publicly held personal lines property and casualty insurer in America it deals with Auto, Property, General Liability, Umbrella, Life, and Business Insurance, Retirement and Investment products, and Banking services.

Responsibilities:

- Plan, develop and test proposed developments and enhancements with client interaction for verification.
- Involvement in requirement analysis and gathering
- Prepare Quality Documents like Technical Specification, Code Review Checklists, Unit test Plans, Weekly Status Report
- Conduct internal reviews among the peers
- Interact with Onsite to update the status and get the Issues and Doubts clarified
  Actual design and build of statement and mainframe development.
- Packaging and debugging the application.

Project 2:

Title:	OSG Billing Services
Client:	OSG - USA
Duration:	Mar 2016 to Dec 2017
Technologies:	DOC1, VB.Net.
Role/Team Size:	Team Member / 12

Project Description:

The project involves producing the output invoice documents using the client-supplied XML data feed, building a new application for invoice document processing and output. The XML data feed will validate and conform to the agreed-upon and established specifications provided within Business Requirements Document, data file record layout and XML DTD. And will need to parse the XML data feed to create the file format required for DOC1 processing using VB.Net coding.

Using the client supplied data mapping document, XML data record layout, the agreed upon invoice prototype layout and supplied test data files, we will design and program the invoice application for print, mail and PDF output using the DOC1 data composition tool. The invoice output will be in the standard full-page duplex format with backer information on the back of page 1. Additional features as described in the Additional Requirements/Assumptions section will be incorporated into the application. Additional features not included in this document will be considered out of scope and may incur additional charges. The provided logos, and other features described under Tasks below will be incorporated into the invoice application. Samples will be generated using supplied production-ready data files and shipped to the specified client for review and approval.

Responsibilities:

- Understanding Technical Specs from the various clients of OSG.
- Designed pages and created applications using doc1.
- Design and develop simple to average complex documents in doc1 especially Invoices and statements.
- Have strong knowledge in Data Mapping, XML data file, Page Design, Flow Pages, Barcodes, Campaigns and Dynamic Messages.
- Support production processing and fulfillment with all production issues.
- Develop and review deliverables including requirement, design and test documents.
- Develop VB code to convert the client supplied files to the input file formatting for doc1 processing.
- Responsible for troubleshooting production issues related to offline collateral.
- Create samples of documents for various departments throughout the company as well as client requests.
- Perform release testing on applications to ensure they are functioning properly and ready to be released in production.
- Coordinate client meetings, for information (data) from the client.
- Produced detail and summary reports for client groups.
- Implemented processes to upload and download client files using FTP processes.
- Provided resolutions, documentation and implementing process changes for production issues.
- Analysis, design, coding, testing and implementation for the DOC1 portions of the project. Develop technical design, develop job/program changes, test modifications, and install changes.
- Provide Open Text Exstream and DOC1 basic training for new members.
- Responsible for producing invoices, reports, and file feeds of billing data.
- Update and implement mapping changes, marketing messages and validate log files.
- Strong analysis and design skills with a focus on system design and flow.

Project 1:

Title: ZAYO Groups
Client: ZYO - USA
Duration: Jun 2015 to Mar 2016
Technologies: HP Exstream Dialogue 8.0, HP Quality Center and Oracle 10g.
Role/Team Size: Team Member / 15

Project Description:

In this project we generate insurance documents in different format with cover letters. For this purpose, we are using columnar files with different page indicators. The data file is used in Exstream Dialogue as the input file. The input file is in print format for this project with different data section. Separate section mapping is given for different data sections present in the print file. We generate pdf outputs using output queues.

Responsibilities:
- Directly responsible for interaction with customer technical team or business team for any issues or concerns in accordance with implementation or requirements respectively.
- Fix any print issues and identify the root cause for the errors generated.
- Address issues raised by Quality Assurance team and defects logged in Quality center in testing phase.
- Interaction with QA and BA teams at onsite and offshore.
- Debugging and testing Business Variables in the storage tables.
- Analyzing and fixing all critical/high level defects arise at production level.
- Co-ordinate with the other Maintenance teams for Issue fixings.