SANGEETHA JAYAM

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OBJECTIVE

- To get engaged in a demanding environment in Correspondence & Content management and there explore and enhance my knowledge.
- To work in an organization where professionalism and enthusiasm is recognized.
- To work continuously towards increasing my technical skills and professional expertise.

PROFESSIONAL SYNOPSIS

- Total 6 years of work experience **in** the area of **Open Text Exstream Dialogue 16.2.1.**
- 3 years 10 months of work experience in **HCL Technologies Ltd.**
- 2.2 months of work experience in **Accenture Solutions Private Ltd.**
- Worked on Microsoft Word VBA Templates (minor enhancement work).
- My responsibilities are:
    - Requirement gathering, analysis, designing and Testing.
    - Working on different objects as per the requirement.
    - Preparing design documentation and performing unit testing.
    - E2E Testing support and participating in Production deployment activities.
    - Worked in migration from on prem to cloud.
    - Batch Monitoring for invoice and correspondence letters.(App 5 lakhs of invoice)

EDUCATION QUALIFICATIONS

- **Graduation in Electronics & Communication Engineering (B. E)** from Sathyabhama university, Chennai **Education obtained C.G.P.A of 8.5 during 2015 to 2019.**

TECHNICAL EXPERTISE

- Tools   : HP Exstream Dialogue V8 and Open Text Exstream Dialogue V16

    Databases   : SQL

TECHNICAL EXPERIENCE

- Experience in working Agile methodology and Jira Tool.
- Work experience in different Data files creations (Driver File, Initialization and Reference files).
- Basic understanding on Report files creation and Campaigns.
- Work experience in Messages, Rules, Variables, Components, Tagset, PDF pass through and Data sections.
- Open Text Command Center.
- Basic knowledge on Outputs and Output Queues.

PERSONAL QUALITIES

- Strong problem analysis and solving skills.
- Sincere and Hardworking.
- Excellent written and verbal communication skills.
- Ability to work in a team with diverse background.

PROJECT DETAILS

HCL TECHNOLOGIES Ltd, Chennai – Software Engineer

Aug-2019 to June-2024

Project #1:

Project Title   **: Small work requests**

Project Description : Retail Banking Business is a very dynamic channel where there were constant updates and business needs to get the Business as usual up and running. Apart from the Project world which dedicatedly serves a planned aim, Small work requests world handles the emergency changes, Urgent business needs such as Compliance, Legal & regular Marketing campaigns which would give too less time space to run it as project. The area is very interesting and challenging.

Roles and Responsibilities:

- ➢ Analysis and query clarifications from business.
- ➢ Create the new variable fields and map the data files with that.
- ➢ Design the letter templates as per the new requirement changes.
- ➢ Build the changes using Exstream dialogue and create the new package files for the changes.
- ➢ Perform Unit Testing and will share the letters with business for confirmation.
- ➢ Deploy the packages to E2E servers for testing and provide support during E2E.
- ➢ Promote the packages to production and support for the implementation.

Project #2:

Project Title   **: White text**

Project Description : This Project involves in inserting the white text for BFD, Secdocs and and PPSR applications and word templates. I was part of the team and have managed to complete the project on time.

Roles and Responsibilities:

- ➢ Added white text to the existing letters in Dialogue and Word templates.
- ➢ Performed Unit Testing.
- ➢ Provided support for implementation and BVT.

Project #3:

Project Title   **: Campaigns**

Project Description   **:** This Project involves in adding Graphic messages to Home loans and personal Loans,Run3, Run4, Run89,Credit Cards application as part of advertising in Bank.

Roles and Responsibilities:

- ➢ Analysis and query clarifications from business.
- ➢ Preparing the RUD,DWR document and sharing with Business for review.
- ➢ Creating new message as per requirement.
- ➢ Performed Unit Testing and sending to business for approval.
- ➢ Deploy the packages to E2E servers for testing and Staging servers.
- ➢ Promote the packages to production and support for the implementation.

Accenture Solutions Private Ltd, Hyd – Application Development Senior Analyst
June-2023 to PRESENT

Worked on multiple interfaces which involve generating letters like

- • **Stream Serve Tools:** Communication Builder, Story teller, Control center, supervisor.
- • Have hands-on experience in analysis, development from scratch, enhancement and testing.
- • Have experience in Migration from On-prem to Cloud as part of (J2C- Journey to cloud) and performed validation line pre migration and post migration validations.
- • Have experience in Batch monitoring production customer invoices.
- • Participated in projects with waterfall and agile methodology.
- • Hold good verbal and written skills and overall, a good team player.

Project #1:

Project Title   **: Lightning Agreement**

Project Description   **:** This Project involves in adding Terms and conditions to Simple Billing Letter Application with jurisdiction and Agreement type validation.

Roles and Responsibilities:

- ➢ Analysis and query clarifications from business.
- ➢ Preparing the Analysis document and sharing with Business for review.
- ➢ Creating new Terms and conditions and discussion with Upstream for dynamic data values.
- ➢ Performed Unit Testing and sending to business for approval.
- ➢ Deploy the packages to E2E servers for testing and Staging servers.
- ➢ Promote the packages to production and support the implementation.

PERSONAL PROFILE

Full Name   : Sangeetha J
Date of Birth   : 22 May 1998

Gender	: Female
Marital Status	: Married
Nationality	: Indian
Languages	: Telugu, English

Declaration

I Hereby declare that the above details furnish dare true to the best of my knowledge and belief.

Sangeetha J