

RESUME

Ankur Bashyan

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Objectives:

To be associated with a progressive and innovative organization that gives scope to apply my knowledge and skills, and to be a part of a team that dynamically works towards the growth of the organization. Through a variety of assignments and diverse business problems across industries, I want to enhance my analytical and critical thinking abilities, leadership and interpersonal competencies.

Summary:

1. IT professional, 8 yrs. of total experience in Information Technology.
2. Over 8 years of IT experience specializing in system analysis, design, development, testing, and implementation of CCM solutions, primarily with OpenText Exstream.
3. Experience working with other CCM tools, including Messagepoint, SmartComm and Content Author.
4. Worked in both Agile and Waterfall software development methodologies.
5. Certified in OpenText Exstream from OpenText.

Professional Experience:

1. **Sr. Software Engineer** – Espire Infolabs Pvt. Ltd., Gurgaon, Haryana, India from November 18, 2022 - Present.
2. **Associate – Projects** – Cognizant India Pvt. Ltd, Pune, Maharashtra, India from June 28, 2021 to November 16, 2022
3. **Professional, Software Development Engineering** – Fiserv India Pvt. Ltd, Pune, Maharashtra, India from April 24, 2020 to June 25, 2021.
4. **Consultant** – Capgemini India Pvt. Ltd, Pune, Maharashtra, India from May 26, 2016 to April 20, 2020.

Technical Skills:

- OpenText Exstream (V9.5, V16.4 & V21.2)
- StreamServe
- Content Author
- Programming: C, COBOL, JCL, VBScript, Unix Shell Scripting and SQL
- SmartComm
- Messagepoint (V22.1)
- Exstream Interactive (Empower)
- IBM Mainframes (COBOL, JCL, VSAM)
- WinSCP, Autosys
- Control Center

Detailed Project Work Experience:

Project 1: Broadridge - Legal Documents Processing

Employer: Espire Infolabs Pvt. Ltd.

Technologies Used: OpenText Exstream (v16.4), Empower Editor, Content Author

Project Description: The project started with receiving data in JSON format, which was then processed using Exstream to compose the required documents. This involved the use of two distinct applications:

Empower Output Application: Designed to generate outputs compatible with the Empower Editor and further used for editing if required.

Fulfillment Application: Focused on producing the final PDF output.

Content Authoring: The composition of paragraphs and sections was handled using Exstream Frames within the Content Authoring module.

Roles and Responsibilities:

- a) Gather and clarify the project objectives, data formats, and desired output specifications. Engage with stakeholders to ensure alignment on requirements.
- b) Create an application in Exstream having designed pages with frames to effectively present the dynamic content.
- c) Performing mapping and variables creation in Exstream and upload the Design Pack into application for Content Author.
- d) Utilize the Content Authoring tool to create and organize sections and paragraphs, ensuring the content is well-structured and easy to update.
- e) Performing Peer-Reviews, Preparing Test Cases and Executing the Test Scenarios.
- f) Once testing is complete and the application is validated, deploy the solution into further QA environment. Ensure that all components are functioning correctly post-installation.
- g) Perform QA Support, Fixing defects as necessary.

Project 2: VM Heritage – Mortgage and Secured Loan Statements.

Employer: Espire Infolabs Pvt. Ltd.

Domain: Financial Services

Technologies Used: OpenText Exstream (v16.4)

Project Description: The requirement of this project was to design an application in Exstream to process the Columnar/Delimited files and output them into PDFs and AFPs with TLEs. Here we receive the data from Mainframe systems and using those formatted data, Have to compose the mortgage and secured loan statements in Exstream. Further downstream processing of statements using the Exstream package is handled by the production manager.

Roles and Responsibilities:

- a) Gather and clarify project objectives and specifications.
- b) Create the application layout and statement pages in Exstream to meet requirements.
- c) Define data mappings and create variables for dynamic content.
- d) Implement all relevant business rules and operations on the data.
- e) Configure and setup Exstream's output formats to generate high-quality PDFs for distribution and to produce AFPs, including the necessary TLEs for printing.
- f) Performing Peer-Reviews, Preparing Test Cases and Executing the Test Scenarios.
- g) Once testing is complete and the application is validated, deploy the solution into further QA environment. Ensure that all components are functioning correctly post-installation.
- h) Perform QA Support, Fixing defects as necessary.

Project 3: Covius - Exstream to Messagepoint (MP) Migration

Employer: Espire Infolabs Pvt. Ltd.

Domain: Financial Services

Technologies Used: Messagepoint (Ver 22.1)

Project Description: The requirement of this project was to design Touchpoints in Messagepoint as Exstream application to process the XML files and output them into PDFs. Here we receive data in XML format within Messagepoint, and use this formatted data to compose letters.

Roles and Responsibilities:

- a) Assess existing Exstream workflows and document structures. Ensure data integrity and compatibility with the new platform.
- b) Configure and setup layout, Touchpoints, Data source, Styles etc. as necessary.
- c) Map and define all variables in Messagepoint corresponding to the respective data elements.

- d) Redesign existing Exstream templates in Messagepoint. Create necessary components, including: Variants, Smart Texts, Messages, Target groups, Script Variables etc. to achieve all business requirements as Exstream.
- e) Performing Peer-Reviews, Preparing Test Cases and Executing the Test Scenarios.
- f) Use QAM tool to facilitate the comparison of outputs produced with the same data from Exstream and MP, including visual comparison and data validation.
- g) Perform QA Support and Fixing defects as necessary.

Project 4: Quotation Composition processing – Philips

Employer: Cognizant India

Domain: Healthcare

Technologies Used: OT Exstream (Ver 21.2)

Project Description: The Project was to design an application in Exstream to generate healthcare equipment quotations as PDFs. Here we retrieve data from Salesforce in XML format to create outputs. Salesforce will further integrate the Exstream package as a plugin to compose quotations at the front end.

Roles and Responsibilities:

- a) Gather and understand the project objectives and specifications.
- b) Create the layout and structure of the application using Exstream.
- c) Define data mappings and create necessary variables for dynamic content. Implement relevant business rules and operations on the data, including data aggregation.
- d) Compose and design complex tables, rules, and functions as required.
- e) Performing Peer-Reviews, Preparing Test Cases and Executing the Test Scenarios.
- f) Once testing is complete and the application is validated, deploy the solution into further QA environment.
- g) Test the code after triggering the request from Salesforce to ensure that PDFs are generated correctly.
- h) Perform QA Support, Fixing defects as necessary.

Project 5: CD Automation – Line data Files Processing

Employer: Fiserv India

Domain: Credit Unions

Technologies Used: OpenText Exstream (Ver 16.4)

Project Description: Design an application in Exstream to process line data files and convert them into PDFs for archival purposes. This project aimed to migrate data from the archival system of CDs to a Digital Data Archive (DDA). A double-byte engine application (DBCS) was developed for the project, as some client data is not compatible with the SBCS application.

Roles and Responsibilities:

- a) Gather and understand the project objectives and specifications.
- b) Create the layout and structure of the application using Exstream.
- c) Define data mappings and create necessary variables for dynamic content.
- d) Compose and design repeating tables that will handle line data effectively.
- e) Performing Peer-Reviews, Preparing Test Cases and Executing the Test Scenarios.
- f) Once testing is complete and the application is validated, deploy the solution into further QA environment. Perform QA Support, Fixing defects as necessary.

Project 6: HELOC Statements - Golden1

Employer: Fiserv India

Domain: Financial Services

Technologies Used: OpenText Exstream (Ver 16.4)

Project Description: This project aimed to design a 2-pass application in Exstream to process HELOC statements, generating both PDF and AFP outputs for home equity customers using XML data received from the Talend ETL process.

Roles and Responsibilities:

- a) Gather and understand the project objectives and specifications.
- b) Create the layout and structure of the application using Exstream.
- c) Identify data sources and determine how data will flow into the application and map data fields to application variables for dynamic content generation.
- d) Develop templates for statement documents, incorporating necessary rules.
- e) Configuring application queues for a 2-pass processing approach.
- f) Performing Peer-Reviews, Preparing Test Cases and Executing the Test Scenarios.
- g) Once testing is complete and the application is validated, deploy the solution into further QA environment. Perform QA Support, Fixing defects as necessary.

Project 7: Credit Card Letters Application

Employer: Capgemini India Pvt. Ltd.

Domain: Credit Card and Banking

Technologies Used: OpenText / HP Exstream (Ver 9.5), Mainframes UNIX and SQL

Project Description: The objective of this project was to design a comprehensive application to process credit card letter information received from mainframe systems and feed it into Exstream for composing related customer communications (PDF, AFP, and email). This solution was implemented on a mainframe platform using Exstream designs. The application included validation of data received from approximately 36 upstream sources, address cleansing, and IMB code generation. Ultimately, it generated AFP, PDF, and email letters, as well as privacy policy letters and welcome kits for customers.

Roles and Responsibilities:

- a) Analyze and Understand Business Requirements.
- b) Create the layout and structure of the application using Exstream.
- c) Perform Mapping and Create Variables in Exstream
- d) Code COBOL programs, JCL, PROC, and Create VSAM as necessary
- e) Develop COBOL Programs to Check Fraud Status from Data and develop JCL to test the Programs
- f) Performing Peer-Reviews, Preparing Test Cases and Executing the Test Scenarios.
- g) Once testing is complete and the application is validated, deploy the solution into further QA environment. Perform QA Support, Fixing defects as necessary.

Project 8: Debit Card FFK (Fulfilment Kits) Application

Employer: Capgemini India Pvt. Ltd.

Domain: Credit Card and Banking

Technologies Used: OpenText / HP Exstream (Ver 9.5), Mainframes UNIX and SQL

Project Description: The objective of this project was to design an application to process debit card information for customers with deposit accounts at the bank. The application feeds data into Dialogue for composing a kit that includes an embedded debit card. It involves validating the data, generating message codes, performing address cleansing, and generating IMB codes. Ultimately, the application passes the data (in AFP format) to the printing center to produce the physical kits. This project required executing Dialogue designs on a mainframe platform and also managed the distribution method for the fulfillment kits, ensuring printed kits are delivered via mail.

Roles and Responsibilities:

- a) Analyze and Understand Business Requirements.
- b) Create the layout and structure of the application using Exstream.
- c) Perform mapping, create variables, and design pages in Exstream.
- d) Code COBOL programs, JCL, PROC, and Create VSAM as necessary

- e) Develop COBOL Programs to Check Fraud Status from Data and develop JCL to test the Programs
- f) Performing Peer-Reviews, Preparing Test Cases and Executing the Test Scenarios.
- g) Once testing is complete and the application is validated, deploy the solution into the QA environment.
- h) Provide QA support, fix defects as necessary, and proceed with the installation into the PROD environment.

Project 9: Personal/Student Loan Letters Application

Employer: Capgemini India Pvt. Ltd.

Domain: Credit Card and Banking

Technologies Used: OpenText / HP Exstream (Ver 9.5), Mainframes UNIX and SQL

Project Description: The requirement of this project was to enhance the existing loan letter application. Its aim was to process loan letter information based on 18 different system IDs received from mainframe systems and feed it into Exstream for composing loan-related letters for customers who take personal or student loans from the bank. This application introduced five new letter types and their validations, along with the existing letter requests, address cleansing, and IMB code generation. The goal was to create a single 2-pass application for both student loans and personal loans.

Roles and Responsibilities:

- a) Analyze and Understand the Business Requirements
- b) Design the Application and Pages in Exstream
- c) Prepare High-Level and Low-Level Technical Design Documents
- d) Code COBOL, JCL, PROC, Create VSAM, and Develop JOBS
- e) Develop COBOL Programs, Including Data Validations, IMB Code Generation and Address Cleansing
- f) Develop JCL to Test the Program
- g) Perform Peer Reviews, Prepare Test Cases, and Execute Test Scenarios
- h) Analyze Batch Flows to Define Schedules for JOBS
- i) Install into Production

Project 10: Student Loan Statement Application

Employer: Capgemini India Pvt. Ltd.

Domain: Credit Card and Banking

Technologies Used: OpenText / HP Exstream (Ver 9.5), Mainframes UNIX and SQL

Project Description: The objective of this project was to design an application to process student loan information received from mainframe systems and feed it into Exstream for composing loan-related statements for students who take out loans from the bank during their studies. This application included data validations, message code generation, address cleansing, and IMB code generation. Ultimately, it generated both physical and email letters. The project involved executing Exstream designs on a UNIX platform and included the generation of privacy policies for customers. Additionally, it managed the distribution methods for the statements, delivering them either as email statements through the Internet Batch team or as printed statements via mail.

Roles and Responsibilities:

- a) Analyze and Understand the Business Requirements
- b) Design the Application and Pages in Exstream
- c) Prepare High-Level and Low-Level Technical Design Documents
- d) Code COBOL, JCL, PROC, Create VSAM, and Develop JOBS
- e) Develop COBOL Programs, Including Data Validations, IMB Code Generation and Address Cleansing
- f) Develop JCL to Test the Program
- g) Perform Peer Reviews, Prepare Test Cases, and Execute Test Scenarios
- h) Analyze Batch Flows to Define Schedules for JOBS
- i) Install into Production

Academic Details:

Bachelor of Engineering (B.E.) with specialization in **Electronics and Telecommunication** from Sathyabama University, Chennai, India.

| Exam. | University | Branch | Year | Percentage /CGPA |
|-------|-----------------------|-----------------|---------|------------------|
| B.E. | Sathyabama University | ETCE | 2012-16 | 7.98 CGPA |
| HSC | CBSE Board | Science | 2011-12 | 78% |
| S.S.C | CBSE Board | Maths & Science | 2009-10 | 8.80 CGPA |

Achievements:

- Completed training on Messagepoint in December 2023.
- Completed training on SMARTCOMM in December 2023.
- Awarded Employee of the Month for September 2023 at Espire Infolabs.
- Completed certification in OT Exstream in September 2022.
- Awarded Employee of the Quarter in 2017.
- Conducted KT sessions followed by KT documentation on various project topics and customer communication platform functionalities, which helped new joiners understand the system.
- Submitted project deliverables with almost zero defects, on or before the deadline, by putting in extra effort and time.
- Actively contributed to organizing team-building activities such as team outings, team lunches/dinners, and Fun Fridays to enhance team spirit.

Strengths:

- Strong communication skills
- Good analytical skills and comprehensive problem-solving abilities
- Self-motivated and always open to new ideas
- Flexible in adopting new technologies with a strong desire to learn
- Positive attitude and enthusiasm for teamwork
- Adaptable to new environments

Personal Details:

Current Address: A-901, Rohan Tarang Housing Society, Wakad, Pune.

Permanent Address: B-108, Nihal Sadan, Basant Vihar Colony Bijnor, Uttar Pradesh-246701.

Languages Known: English, Hindi

Declaration:

I hereby declare that the above written particulars are best of my knowledge and belief.

Date: 04 - Nov - 2024

Place: Pune

(AnkurBashyan)