Bushra Choudhari
(OpenText Exstream Developer)

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Professional Summary

- Results-driven Senior Developer with over 5+ years of experience in **Customer Communication Management (CCM)** using **OpenText Exstream**.
- Experience in designing and developing complex document solutions for the Banking, Insurance, and Financial Services domains.
- Proven expertise in Exstream Design Manager and Exstream Design Tool, with a strong track record of delivering high-quality document output and ensuring customer satisfaction.
- Adept at collaborating with cross-functional teams, mentoring junior developers, and managing full life cycle development from estimation to post-implementation support.

Technical Skills

- **CCM Platform:** OpenText Exstream
- **Languages & Tools:** Exstream Designer and Design Manager, Perl scripting, FM setup, Core Java, SQL, Unix.
- **Domain Knowledge:** Banking, Insurance, and Financial Services

Professional Experience

Senior Member Technical

Broadridge Financial Solutions Pvt Ltd, Bangalore
Nov 2019 – Present

- Developed and maintained customer communication solutions using OpenText Exstream. Expertise in Exstream Design Manager and Exstream Design Tool.
- Collaborated with business analysts to gather requirements and design document templates.
- Implemented complex business rules and logic for dynamic content generation.
- Developed and implemented OpenText Exstream solutions for various clients, ensuring high-quality document output and customer satisfaction.
- Consistently ensured brand alignment and delivered high-quality results. Seeking to leverage strong technical expertise and industry knowledge to contribute to innovative, impactful projects.
- Experience in creating templates in OpenText Exstream using 9.0.302/9.0.308/9.0.107/16.4.0/16.6.0/16.6.20/23.4.0 Version.
- Understanding of different input and output file formats, styles and stylesheets, designing templates, Text boxes, tables, Pages, Flow Pages, Documents, Rules, Variables, Design Layer, Components, Functions, Data Files, TLE's, Formula Variables, Color Family, and creation of Documents based on the templates.
- Expertise in full life cycle development from estimation to post-implementation support.
- Collaborated with cross-functional teams to gather and document customer requirements.
- Developed custom templates and components to meet specific client needs.
- Provided training and mentorship to junior developers on OpenText Exstream.
- Participated in Agile calls and cross-functional meetings to align project goals with client expectations.
- Good organizational and time management ability.
- Excellent Communication and collaboration skills.
- Time management and multi-project handling.

Projects (Work Summary)

Broadridge Financial Solutions (Client: Blue Shield of California)

System name: Bills, Letters, Claims

Blue Shield of California is a health insurance provider committed to delivering high-quality healthcare services to residents across the state. I contributed to enhancing and maintaining existing systems within their product suite, specifically by implementing and supporting new scope changes in the current application. (**OpenText Exstream v9.0.107/v9.5.308/v16.4.0**)

- Analyzed and understood the existing application design to support enhancements and modifications.
- Developed new features based on client-provided Software Requirement Documents (SRDs).
- Designed and implemented solutions using OpenText Exstream across multiple modules: Letters (v9.0.107), Claims (v9.5.308), and Bills (v16.4.0).
- Proficient in creating, reviewing, executing, and analyzing unit test cases for complex business and system requirements.
- Provided technical support for production issues, including root cause analysis and resolution.

Broadridge Financial Solutions (Client: Kaiser Permanente)

System name: Kaiser Permanente Claims Connect (KPCC), Kaiser Postcards (KPPOST), Kaiser Medical Financial Assistance (Kaiser MFA). (**OpenText Exstream v9.0.107**)

Kaiser Permanente is a leading health insurance provider offering comprehensive healthcare services and coverage. I was involved in enhancing and supporting existing systems within their product suite, specifically by implementing new scope changes in the current application.

- Gained a thorough understanding of the existing system design to support enhancements and new development.
- Developed new features and functionalities based on client-provided Software Requirement Documents (SRDs).
- Designed solutions using OpenText Exstream (v9.0.107) and actively participated in client meetings to gather and clarify requirements.
- Proficient in creating, reviewing, executing, and analyzing unit test cases for complex business and system scenarios.
- Provided technical support for production issues, including in-depth root cause analysis and resolution.

Broadridge Financial Solutions (Client: Amundi, Alight)

System name: Checks, Statements, and Confirms

Amundi – A leading French asset management company offering a comprehensive range of savings and investment solutions across active, passive, and real asset classes. (**OpenText Exstream v16.4.0**)
Alight – A US-based provider of cloud-based human capital and business solutions, specializing in benefits administration, payroll, and workforce management. (**OpenText Exstream v16.4.0**)

- Played a key role in end-to-end development of document generation solutions from scratch for newly onboarded clients.
- Participated in development planning by analyzing and interpreting detailed business requirements.
- Extensively involved in design analysis and validation of output results to ensure alignment with client expectations.
- Designed and implemented document templates using OpenText Exstream v16.4.0, adhering to client-provided Software Requirement Documents (SRDs).
- Actively engaged in client meetings to gather requirements, clarify scope, and provide technical insights.
- Proficient in creating, reviewing, executing, and analyzing unit test cases for complex business logic and system scenarios.
- Collaborated closely with onsite Business Analysts to resolve technical issues and address open defects through regular calls.
- Held overall responsibility for production testing, validation, and final sign-off for deployment.
- Provided post-deployment technical support, including root cause analysis and resolution of production issues.

Broadridge Financial Solutions (Client: John Deere)

System name: Lease Statements, Power Plan, Open Item Billing

John Deere, a newly onboarded US-based financial services client known for its agricultural and construction equipment financing solutions. (**OpenText Exstream v16.4.0**)

- Participated in development planning by analyzing and interpreting detailed business requirements.
- Extensively involved in reviewing design specifications and validating output results.
- Designed and implemented document templates using OpenText Exstream v16.4.0, based on Software Requirement Documents (SRDs).
- Actively engaged in client meetings to gather requirements and provide technical insights.
- Proficient in creating, reviewing, executing, and analyzing unit test cases for complex business and system scenarios.
- Collaborated closely with onsite Business Analysts to resolve technical issues and manage open defects through regular calls.
- Provided post-deployment technical support, including root cause analysis and resolution of production issues.

Broadridge Financial Solutions (Client: Wells Fargo)

System name: Wells Fargo Statements

Wells Fargo & Company, a leading American multinational financial services firm. (**OpenText Exstream v16.6.20**)

- Contributed to the development of a new document generation solution for Wells Fargo, a newly onboarded American multinational financial services client.
- Participated in development planning by analyzing business requirements and translating them into technical specifications.
- Designed and implemented templates using OpenText Exstream v16.6.20, following the Software Requirement Document (SRD).
- Actively engaged in client meetings to gather information, clarify requirements, and resolve queries.
- Created complex, dynamic tables and layouts using variable data inputs.
- Worked extensively with driver files, initialization files, reference files, documents, pages, flow pages, components, barcodes, templates, flow frames, and tables to meet project requirements.
- Collaborated closely with onsite Business Analysts to address technical issues and manage open defects through regular calls.
- Held overall responsibility for production testing, validation, and final sign-off for deployment.

Broadridge Financial Solutions (Client: TAX3.0- Internal Project)

Technology: OpenText Exstream v16.6.20

- Played a key role in the development and successful delivery of Tax3.0, an advanced document composition solution designed to streamline the onboarding of tax clients and automate the generation of IRS tax forms.
- This platform significantly enhanced operational efficiency and client experience by reducing onboarding time by 80% through dynamic, configuration-driven architecture.
- Tax3.0 supports the generation of a wide range of IRS forms tailored to specific client requirements, with minimal manual intervention.
- Enabled rapid onboarding of multiple clients, several of whom are now live in production.
- The system is fully dynamic, requiring only configuration-level changes to onboard new clients or adapt to evolving tax form requirements.

Key Responsibilities:

- Designing Application, Documents, Pages, Data files, Output Queues (AFP/PDF), Page templates, Message templates, Sections and Paragraphs, Complex business rules, Workflows, Frame works, Components, Style and Style sheets, Color management Options, Barcodes, Search Keys, Design Layers, Flow Pages, Flow Targets, Fonts, Tag Sets, Generating reports and pdf from exstream.

Achievements

- **Client Appreciation – Amundi:** Recognized for outstanding teamwork and delivering high-quality results within tight deadlines.
- **Client Appreciation – Hilltop:** Commended by functional managers and Broadridge PMs for excellent collaboration and timely delivery.
- **Multi-Project Excellence:** Appreciated for managing and delivering multiple projects ahead of schedule with consistent quality.
- **Innovation Team Award – Tax3.0:** Honored for contributing to the creation of a scalable product that enabled rapid onboarding of multiple clients in a short time.

Education

Bachelor of Engineering (B.E.) – Electronics and Communication Engineering
Visvesvaraya Technological University, Belagavi, Karnataka
Graduated: 2019