

M YASHODA

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Objective

I seek challenging opportunities where I can fully utilize my skills and abilities for the success of the organization.

Skills

- OpenText Exstream - V23. 4, V8, V9.5, V16.4, V 16.6, Communications Designer, Content Author, Orchestrator. Empower/Interactive model, Communications Server(Communication Builder, Control Center), Workshop, Supervisor, OTDS, Jira, ServiceNow, HP ALM, Bootstrap setup and installation of OT suite.
- Smart Communications
- Java, perl, java script
- Databases - SQL, Microsoft Access DB, Postgre sql

Experience Summary

- - Having approximately 11 years of overall experience in IT industry which includes requirement analysis, data analysis, application/ form development, coding, testing, deployment, support and maintenance activities.
 - Expertise in Customer Communication Management domain on Opentext Exstream composition tool.
 - Closely working with clients to understand the expectations, manage product backlogs and deliver as per audience orientation.
 - Experience in designing and developing batch as well as on demand letters.
 - Worked on bootstrap installation for Opentext Exstream 16.4 and 16.6 versions and Empower setup.
 - Have end to end knowledge in both Design Manager, Empower and Communication Server Framework in integration with Opentext Exstream.
 - Have strong knowledge in Data Mapping, Coding, Page design, Output Queues, Pass through process, application packaging and engine processing.
 - Worked on project creation in communication builder and job setup in control center. Have knowledge on exstream webapps like workshops, orchestrator etc.,
 - Worked on both agile and waterfall model projects.
 - Worked on high level and low level design documents creation, unit test case preparation.
 - Have knowledge on web services(exposing the Opentext Exstream engine services using the APIs)and testing.

Worked Organisations

- **Tata Consultancy Services**
June 26th 2023 - Till date
Technical Lead
- **Valuemomentum Software Solutions**

June 28th 2018 - June 20th 2023
Tech Lead

- **Capgemini India**

June 2016 - June 2018
Associate Consultant

- **NTT Data Global Delivery Services**

Nov 2013 - June 2016
Senior Software Engineer

Education

| Course / Degree | School / University | Grade / Score | Year |
|-----------------|-------------------------|---------------|------|
| B. Tech | VNR VJIET | 70 | 2012 |
| Intermediate | Narayana Junior College | 90 | 2008 |
| SSC | Springs High School | 87 | 2006 |

Projects

- **TCS - New York Life Insurance**

Tech Lead June 2023 - Till date

Technologies used: Opentext Exstream Design Environment 23.4 with CE 24.1 & V9.5

Team Size: 10

Role/Responsibility: Team Lead / Full participation in entire project

- Working with Comm Designer, Content Author & Orchestrator
- Working as a Opentext Exstream lead, handling NYL applications.
- Responsibilities involved understanding business requirements, come up with solution, understanding capabilities/implementation and get POCs aligned if required.
- Work on design and development of solutions to cater the delivery of letters, invoices, emails & SMS.
- Understanding the Project Architecture.
- Understanding the customer correspondence requirements.
- Analyzing the design features and generating optimized design.
- Deploying the design into advance environments.

- **Valuemomentum - Erie Insurance**

Tech Lead Mar 2022– June 2023

Technologies used: Exstream Dialogue 16.6

Team Size: 14

Role/Responsibility: Team Member / Full participation in entire project

- Understanding the Project Architecture.
- Understanding the customer correspondence requirements.
- Analyzing the design features and generating optimized design.
- Deploying the design into advance environments.
- Working actively on Proof of Concepts.
- Building test cases on unit test results.
- Involved in the unit/integration/performance testing of various modules in the project and fixing the defects in the application.
- Working extensively with different data files like Customer Driver File, Initialization File, Reference File, Report Files and formats like xml, columnar, delimited.
- Extensively worked on Applications, Documents, Pages, Data files, Tables, Placeholders, Workshop, Communication Builder and Control Center.
- Worked at client location during the go-live phase of project.

- Worked with the upstream and Integration teams on service API calls.
- Reviewing the designs, code, and documentation related to the project as part of CCM migration.
- Involved in all phases of the Migration project like: Design, Coding, Testing and production deployments.

Project Description:

Erie Insurance is a property and casualty insurance company offering auto, home, business and life insurance through a network of independent insurance agents.

This engagement is on migration from legacy framework to Communications Server.

- **Valuemomentum – CEDAR**

Senior Software Engineer/Lead developer

Dec 2020 – Feb 2022

Technologies used: Exstream Dialogue 16.4 , 9.5, 9.0

Team Size: 4

Role/Responsibility: Team Member / Full participation in entire project

- Involved in the production support and maintenance activities.
- Analyzing the production issues and providing the optimized solutions/work around.
- Involved in the project documentation and analyzing the different scripts added in the framework.

Project Description:

CEDAR provides a Customer Experience (CX) Platform delivered as a hosted managed service. Their proprietary, configurable platform supports B2B and B2C omnichannel communications and replaces outdated and limited tools. CEDAR delivers a complete life cycle service model from the planning and sourcing stages through implementation and production, with ongoing support and evolution.

- **Valuemomentum – EVERESTRE**

Senior Software Engineer/Lead developer

Sep 2018 – Nov 2020

Technologies used: Exstream Dialogue and Empower 16.4

Team Size: 9

Role/Responsibility: Team Member / Full participation in entire project

- Understanding the Project Architecture.
- Understanding the customer correspondence requirements.
- Analyzing the design featured and generating optimized design.
- Deploying the design into advance environments.
- Working actively on Proof of Concepts.
- Building test cases on unit test results.
- Involved in the unit/integration/performance testing of various modules in the project and fixing the defects in the application.
- Working extensively with different data files like Customer Driver File, Initialization File, Reference File, SortIndex, Report Files and Post-Sort files. delimited and formats like xml, columnar, delimited and schema.
- Extensively worked on Applications, Documents, Pages, Data files, Tables, Placeholders, Empower design features like check boxes, images, radio buttons and dynamic tables, textboxes.
- Working with multiple teams like integration, upstream and downstreams.
- Reviewing the designs, code, and documentation related to the project.
- Involved in all phases of the project like: Design, Coding, Testing and Scheduling, production deployments.

Project Description: This project is to design customer communication forms using Opentext Exstream for Insurance and Reinsurance organization, a global leader in reinsurance. For over 40 years, Everest has been a global leader in reinsurance with a broad footprint, deep client relationships and customized solutions.

- **Valuemomentum – NSM**

Senior Software Engineer
Technologies used: Kofax
Team Size: 5

July 2018 – Sep 2018

Role/Responsibility: Team Member / Full participation in entire project

- Involved in small set of form generation through Kofax tool
- Worked with Template Master and Data model.

Project Description: This project is to design customer communication forms using Kofax for Insurance organization, NSM. A set of ISO forms have been developed using the emerging document composition tool.

- **Capgemini – ICARE**

Associate consultant

Sep 2016 – June 2018

Technologies used: Exstream Dialogue 9.5 and Command Center 3.0.1 Team
Size: 12

Role/Responsibility: Team Member / Full participation in entire project

- Understanding the Project Architecture.
- Understanding the customer correspondence requirements.
- Analyzing the design featured and generating optimized design.
- Deploying the design into advance environments.
- Working actively on Proof of Concepts.
- Building test cases on unit test results.
- Involved in the unit/integration/performance testing of various modules in the project and fixing the defects in the application.
- Working extensively with different data files like Customer Driver File, Initialization File, Reference File, SortIndex, Report Files and formats like xml, columnar, delimited.
- Extensively worked on Applications, Documents, Pages, Data files, Tables, Placeholders, html/container design.
- Worked at client location during the go-live phase of project.
- Grasped the on knowledge on the integration part with other modules.
- Report file configuration from application level and queue level.
- Reviewing the designs, code, and documentation related to the project.
- Involved in all phases of the project like: Design, Coding, Testing and Scheduling, production deployments.

Project Description: This project is to design customer communication forms using HP Exstream for Insurance and Care NSW (iCare) is a new organization created to deliver the State's insurance and care services to people with injuries under the NSW Workers Compensation Scheme, the Lifetime Care and Support Authority, the Dust Diseases Authority, the NSW Self Insurance Corporation and NSW Sporting Injuries Compensation Authority. To achieve icare's objective of becoming a center of excellence, icare has established the Nominal Insurer System Platform (NISP) Program to transition from its legacy environment to a new technology platform. Critical to the success to the NISP Program is the implementation of the following capabilities:
Core Capabilities including Policy, Billing, Claim (Guidewire), Payment Gateway.

- **Capgemini – AMFAM FORMS**

Associate consultant

June 2016 – Sep 2016

Technologies used: HP Exstream Dialogue 9.5, Live editor
Team Size: 6

Role/Responsibility: Team Member / Full participation in entire project

- Understanding the Project Architecture.
- Understanding the customer correspondence requirements. Worked on ChangeRequest release for AmFam
- Analyzing the design featured and generating optimized design.

- Working actively on Proof of Concepts.
- Building test cases on unit test results.
- Involved in the unit/integration/performance testing of various modules in the project and fixing the defects in the application.
- Working extensively with different data files like Customer Driver File, Initialization File, Reference File and Report Files and formats like xml, columnar, delimited.
- Extensively worked on Applications, Documents, Pages, Data files, Tables, Placeholders, Paragraphs and Sections.
- Reviewing the designs, code, and documentation related to the project.

Project Description: This project is to design customer communication forms using HP Exstream for Amfam Group. Amfam is a insurance company which is now distributing its core general insurance products including home, travel, motor and commercial insurance through Amfam's branch network, online and via telephone. As a part of this project we are creating DLF's and Pdf outputs.

• **NTT GLOBAL DELIVERY SERVICES –Wisconsin Education Association TRUST (WEA TRUST)**

Software Engineer

July 2014 – June 2016

Technologies used: HP Exstream Dialogue 8.0.314

Team Size: 3

Role/Responsibility: Team Member / Full participation in entire project

- Understanding the Project Architecture.
- Understanding the customer correspondence requirements.
- Analyzing the design featured and generating optimized design.
- Deploying the design into advance environments.
- Working actively on Proof of Concepts.
- Building test cases on unit test results.
- Involved in the unit/integration/performance testing of various modules in the project and fixing the defects in the application.
- Working extensively with different data files like Customer Driver File, Initialization File, Reference File and Report Files.
- Extensively worked on Applications, Documents, Pages, Data files, Tables, Placeholders.
- Report file configuration from application level and queue level.
- Reviewing the designs, code, and documentation related to the project.
- Involved in all phases of the project like: Design, Coding, Testing and Scheduling, production developments.

Project Description: This project is to design customer communication forms using HP Exstream for WEA Trust. WEA Trust is a not-for-profit organization, Headquartered in Madison, Wisconsin. The Trust involves generating Benefit summary, EOB, EOP, ID Cards and Premium Bills, claims adjudication (core) system; HP Exstream is an enterprise document generation system.

• **NTT GLOBAL DELIVERY SERVICES –INDEPENDENT HEALTH CORPORATION (IH)**

Software Engineer

Nov 2013 – June 2014

Technologies used: HP Exstream Dialogue 8.0.314

Team Size: 7

Role/Responsibility: Team Member / Full participation in entire project

- Understanding the Project Architecture.
- Understanding the customer correspondence requirements.
- Analyzing the design featured and generating optimized design.
- Deploying the design into advance environments.
- Working actively on Proof of Concepts.
- Building test cases on unit test results.
- Involved in the unit/integration/performance testing of various modules in the project and fixing the defects in the application.
- Working extensively with different data files like Customer Driver File, Initialization File, Reference File and Report Files.
- Extensively worked on Applications, Documents, Pages, Data files, Tables, Placeholders.

- Report file configuration from application level and queue level.
- Involved in all phases of the project like: Design, Coding, Testing and Scheduling, production developments.

Project Description: This project is to design customer communication forms using HP Exstream for IH which is ranked as the top health insurance plan in the New York/New Jersey region for four consecutive years-we are responsible of handling its major process areas that covers most of the insurance policies widely. From the start of integrating the HP Exstream into the client server till printing of the validated correspondence, we walk through the client for the entire development and testing cycles until production and also handholding the production support until we generate the accurate correspondence to customers.

Declaration

- I hereby certify that all the information provided in this resume is correct and true to the best of my knowledge.