

Name: Sourav Sen

OpenText Streamserve & CCE 16 Developer

Phone Number: +91 8100104219/8335811158

Email ID: sourav.sen.work@gmail.com

Career Objective:

To pursue a challenging career in a progressive environment where learning, innovation and creativity are encouraged, where my skill set can be enhanced to their maximum potential to contribute to the overall success and growth of the organization.

Experience Summary:

- Worked in billing domain in Streamserve and Communication Center Enterprise (version 16) application for 9 years and 6 months.
- Worked with clients from different regions (USA, France, Latin American, UK, Netherlands).
- Worked following Scrum method and water flow model etc.
- Excellent analytical, problem solving, communication and interpersonal skills, self-motivated, quick learner, team player, ability to interact with individuals at all levels
- Ability to work in teams and independently with minimal supervision to meet deadlines.
- Currently working in Backward Classes Welfare & Tribal Development department under Government of West Bengal since 6th October 2023 till date.

Companies Worked in:

Name of the company	Working period
Societe Generale Global Solution Center	21 st June 2021 to 28 th September 2023
Cerillion Technologies India Pvt. Ltd.	4 th August 2020 to 18 th June 2021
HCL Technologies Ltd.	18 th February 2019 to 24 th July 2020
Ericsson India Global Services Pvt. Ltd.	20 th March 2014 to 13 th February 2019

Work Experience in Societe Generale Global Solution Center:

Duration: June 2021 to 28th September 2023

Role: Specialist Software Engineer

Technology Used: OpenText Streamserve 5.6.0, OpenText CCE 16.6.3

Experience Details: Working in different inhouse client projects simultaneously, for Societe Generale GSC, the technical solution provider for Societe Generale bank in France, developing and designing letters and invoices for end customers and partners, in banking domain using OpenText Streamserve, version 5.6.0 and OpenText Communication Center Enterprise, version 16.6.3, having integration with legacy banking domain products sending input in HTTP request format.

- Worked in streamserve upgradation project from version 5.6.0 to CCE 16.6.3
- Worked in XMLIN, StoryTeller, PageOut components in Streamserve 5.6.0.
- Worked in File type and HTTP connector
- Different letter generation using XML received as file or HTTP request format from legacy banking products
- Worked in language translation, enrich text and other features in storyteller

Work Experience in Cerillion Technologies:

Duration: August 2020 to June 2021

Role: Senior Programmer Analyst

Technology Used: Streamserve Persuasion 4.1, OpenText Streamserve 5.5.0, 5.6.0, OpenText CCE 16.4 & 16.6

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Experience Details: Working in different invoice generation projects simultaneously for Cerillion Technologies developing and designing letters and invoices for end customers and partners in telecom domain using Streamserve Persuasion, OpenText Streamserve (version 5.5.0, 5.6.0), OpenText Communication Center Enterprise (version 16.4, 16.6) having integration with telecom billing product of Cerillion Technologies.

- Worked in XMLIN, StoryTeller, EmailOut components of Communication Builder.
- Worked in File type, HTML Unpaginated type connectors
- Different letter generation using XML received from the Cerillion billing product
- Worked in language translation.

Work Experience in HCL Technologies:

Project 1: Edison CSRP Project (California)

- **Duration:** February 2019 to July 2020
- **Role:** Lead Engineer
- **Technology Used:** OpenText CCE 16.4

Project Details: This project is being developed to generate different letters for customers in utility domain using OpenText CCE 16.4 having integration with SAP.

- Worked in XMLIN, StoryTeller.
- Used HTML Unpaginated to send the designed storyteller output in HTML format to be used for email sending
- Different letter generation using XML received from SAP team

Work Experience in Ericsson:

Project 1: OPT NC Billing (New Caledonia)

- **Duration:** December 2017 to February 2019
- **Role:** Solution Integrator
- **Technology Used:** OpenText Streamserve 5.6.2

Project Details: This is a telecom project having integration with several nodes of ERICSSON products as well as third party product. Invoice documents and reports are being generated in XML, PDF, TEXT, CSV and other formats after accepting input in XML, HTTP Request, CSV and TEXT format. Postprocessing, OMR, enveloping, sheet layout etc. features have been used for content development. Streamserve application is used to launch a Shell script which helps to distribute and send different output documents to their respective channels for printing/further enrichment/SMS gateway/SMTP server/CSB to send SMS, Mail etc. to the customers.

Roles and responsibilities:

- Developing the bill presentment in XML, CSV, PDF and Text formats for invoice, dunning and report.
- Worked in XMLIN, StoryTeller, StreamOut, XMLOUT etc.
- Worked in HTTP request and response.

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- Worked in OMR, Postprocessor, Enveloping, Sheet layout and Multilayer bar graph
- Worked related to different encoding (UTF8 and ISO-8859-1:1998 and others)
- All outputs of this project are in French
- Responsible for application installation in UNIX with application server and Streamserve DB located in different environments.
- Used Streamserve application for calling shell script for further processing after generation of different files
- Streamserve application is used for SMS, Email sending as well using defined template and shell script which is called after Streamserve job
- Responsible for deployment and checkup of stream serve application in all the environments (DEV, TEST, UAT, PROD) involved in this project.
- Unit testing, bug fixing etc.

Project 2: Digital Transformation Lab

- **Duration:** May 2016 to November 2017
- **Role:** Stream Serve developer
- **Technology Used:** OpenText StreamServe 5.6.0

Project Details: This is a telecom project having a single window solution for all. This starts from customer creation to bill generation. Stream Serve is responsible here for bill generation. In this project invoices are being generated using XMLIN and StoryTeller generating PDF as output. Worked with table, text, image, bar codes, different type of chart, repeater, conditional repeater, repeater repeating upon variable as well as any tag and dynamic flow of table.

Roles and responsibilities:

- Worked in XMLIN, XMLOUT, StoryTeller, StreamOut etc.
- Worked on different PDF layouts depending upon conditions.
- Used conditional XPath, block and variables in XMLIN.
- Worked in different table functions and repetitive rows, row suppression, repetitive page
- Worked in Arabic language layout
- Used customized functions for development
- Involved in design phase in the preparation of required documents like HLD, LLD and test cases.
- Developing the entire bill presentment application singlehandedly.
- Responsible for deployment and checkup of stream serve application in all the environments (more than 10) involved in this project.
- Providing support for SIT.

Additional work:

- For this bill presentment project, some configuration files are required to show service names for a customer. Developed an additional stream serve package with XMLIN as StreamServe event and StreamOut as StreamServe process, which helps to generate those configuration table files with service name and its short code processing xml input extracted from other nodes of billing system. In the above project of bill presentment all service detail xml was extracted from Ericsson Catalog Manager

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and this xml is processed to create table file for configuration. This package can be reused for other projects also. It has reduced huge effort.

Project 3: TIM Cellular Pvt. Ltd (Brazil)

- **Duration:** Aug 2014 to April 2016
- **Role:** Solution Integrator
- **Technology Used:** OpenText StreamServe 5.6.0

Project Details: This project is to generate the invoice for the Client TIM Cellular Pvt. Ltd. StreamServe process XMLOUT, StoryTeller and StreamOut were used to generate output files in XML and PDF format. Here one xml file is processed to another format of xml file for easy processing. That output xml is used as input for generating invoice in PDF format. Worked with multiple variable connectors, dynamic table, repeater and repeater with condition.

Roles and responsibilities:

- Worked in XMLIN, XMLOUT, StoryTeller etc.
- Worked in reading additional information from different .tbl file kept in environment
- Worked in conditional process call
- Experience in using different output layouts simultaneously in one project
- Was responsible for preparing design level documents like HLD, LLD and Test Case suit
- Was engaged in the development of several new functionalities as per requirement
- Done unit and functional testing
- Involved in preparing release note.

Academic Profile:

Graduation

Completed Bachelor of Technology from Jalpaiguri Government Engineering college in 2013.

Semester	1 st	2 nd	3 rd	4 th	5 th	6 th	7 th	8 th	DGPA
GPA	7.7	7.87	6.83	7.6	7.92	7.83	8.63	7.86	7.83

Pre-Graduation

Qualification	Board	Year	Marks (%)
10+2	WBCHSE	2009	81.4
10	WBBSE	2007	92.63

Technical Skills:

Language	C, sql
Software	Open Text Streamserve Persuasion, Streamserve (version 5.6.0, 5.6.1 and 5.6.2), CCE 16.4, CCE 16.6
Tools	Billing product named BSCS (Business Support and Control System) and Open Text Streamserve Persuasion (version 4.1.2), Streamserve (version 5.6.0, 5.6.1 and 5.6.2), CCE 16.4, CCE 16.6

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Trainings:

Training Topic	Organization	Location	Duration
Telecommunication (Fixed line, CDMA, GSM, IPv4, IPv6, LTE etc.)	Netaji Subhash Chandra Bose Telecom Training Centre (BSNL)	Kalyani, West Bengal	2 weeks
Signaling & Telecommunication	Northeast Frontier Railway	New Jalpaiguri (NJP)	10 Days

Strength:

Team player, quick learner, keen to know and implement modern technologies and ideas, confident, punctual and sincere with positive outlook towards life having leadership qualities.

Hobbies:

Painting, reading story books, listening to music.

Personal Information:

Date of Birth : 13th April 1991

Sex : Male

Nationality : Indian

Language : English, Bengali, Hindi

Passport No : L7388455

LinkedIn Profile Link: <https://www.linkedin.com/in/souravsenstreamserve/>

Teams & Skype Profile: available via mail id sourav.sen.work@gmail.com.