

**EXPERIENCE SUMMARY:**

- Software Engineer with 4 years of experience in Customer Communication Management (CCM) tools such as OpenText Exstream, OpenText Content Author, Messagepoint.
- Good interpersonal skills, commitment, hardworking & zeal to learn new tools/technologies.
- Competent communication and time management skills with problem solving and decision-making capability.
- Flourish in both independent and collaborative work environment.
- Experience in defect tracking and analyzing the root cause.
- Seasoned in Requirement Analysis, Design, Development, QA, & UAT.
- Domain exposure in Banking and Insurance.
- Working in Agile software methodology and tracking development progress through JIRA.
- Agile Experience: involving in daily standup meetings, participating in user story and backlog grooming, estimation sessions, sprint kick-off, planning, review retrospectives and adhering to Agile documentation and standards.

**TECHNOLOGIES:**

Areas	Tools & languages
OpenText Exstream, OpenText Content Author, Messagepoint	Exstream Designer and Designer Manager and Perl, JIRA, SQL, Basic Java

**EDUCATION:**

GL Bajaj Institute of Technology and Management, B.Tech in Information Technology.

**WORK SUMMARY:**

Client	Fidelity National Information Services, Inc. (FIS)
Project	FIS Output Solutions
Role	Software Engineer
Duration	April 2024 - Present
<p><b><u>Project Description:</u></b></p> <p>Fidelity national Information Services, Inc. (FIS) is an American multinational corporation which offers a wide range of financial products and services. Team is responsible for onboarding new clients onto the Output Solutions along with, maintaining and enhancing the existing applications across various tracks of project.</p> <p><b><u>Roles and Responsibilities:</u></b></p> <ul style="list-style-type: none"><li>• Thorough understanding of Document (statement, letters and forms) processing for banking and insurance.</li><li>• Experienced in handling end to end implementations that includes data extraction and transformations of data, template development, document generation, storage, sorting, inserts, print &amp; envelope configurations and multi-channel deliver.</li><li>• Knowledge of input and output streams, such as AFP, PS, PDF, Print miner, CSV, XML.</li><li>• Have knowledge in using data aggregations, functions and data sections to handle customer data.</li><li>• Worked on Placeholder functionalities, advanced table properties.</li><li>• Good exposure to integration of applications from Development environment to production environment.</li><li>• Gained knowledge in the job automation process using Zena Automation.</li><li>• Developed proficiency in scripting like Window Batch Script and Perl for data processing and manipulations involved in the project.</li></ul>	

<b>Client</b>	<b>Broadridge</b>
<b>Project</b>	<b>The Hartford Claims</b>
<b>Role</b>	<b>Software Engineer</b>
<b>Duration</b>	<b>Dec 2022- Oct 2023</b>
<p><b><u>Project Description:</u></b></p> <p>The Hartford is a United States-based investment and insurance company. This project is to build static and dynamic templates for the insurance company along with maintaining and enhancing the existing applications across various tracks of project.</p> <p><b><u>Roles and Responsibilities:</u></b></p> <ul style="list-style-type: none"><li>• Designed &amp; developed simple to complex documents in OpenText Exstream and Content Author.</li><li>• Created the Documents, Pages, Flow page, Variables, Check boxes, Tables, barcodes and Rules Writing.</li><li>• Creating and Mapping of Data Files such as JSON.</li><li>• Involved in environment set up for OpenText Exstream Development, including creation of Environment components like, Fonts, Templates, Design Users, etc.</li><li>• Unit tested the developed document and created the PUB and runned the engine through control file.</li><li>• Identifying incidents logged in HPQC and resolving them as soon as possible and changing the status on HPQC.</li><li>• Providing KT to new team members.</li></ul>	

<b>Client</b>	<b>Broadridge</b>
<b>Project</b>	<b>The Hartford Newco</b>
<b>Role</b>	<b>Software Engineer</b>
<b>Duration</b>	<b>April 2022- Nov 2022</b>
<p><b><u>Project Description:</u></b></p> <p>The Hartford is a United States-based investment and insurance company. This project is to build static and dynamic templates for the insurance company along with maintaining and enhancing the existing applications across various tracks of project.</p> <p><b><u>Roles and Responsibilities:</u></b></p> <ul style="list-style-type: none"><li>• Requirement gathering, analyzing, and providing the best solutions.</li><li>• Attending all agile ceremonies like Scrum calls, retrospective and stakeholder calls to discuss requirements.</li><li>• Developing templates for multiple pages and performing deployment activities.</li><li>• Created the Variables, Data Mapping, and Rules Writing.</li><li>• Worked on Image pass-through and Pdf import.</li><li>• Project involved in generating PDF, Email, and SMS outputs.</li><li>• Creating multiple types of Data Files such as XML and Mapping them based on section data.</li><li>• Writing rules and handling all components, output queues, reference files, and other high-volume objects</li></ul>	

## Shashank Mishra

Client	Messagepoint
Project	Unqork Transamerica and Centene
Role	Software Engineer
Duration	June 2021- March 2022

### **Project Description:**

Messagepoint is a provider of industry leading Cloud based CCM Software solutions for Insurance, Financial Services, Healthcare and Print Service Providers.

### **Roles and Responsibilities:**

- Analysis of the BRD documents and Project requirements.
- Creation of touchpoints, Smart text, Messages, and Zones.
- Target group, Target rule creation.
- Data file and composition package creation.
- Sending outputs to the QA module.
- Resolved issues raised in the QA module.