# Spandana Atikam

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Career Objective:

To pursue long-term career in a professional organization enabling company objectives of growth and an opportunity for growth and career advancement while contributing handsomely to the organization. I am looking forward to an opportunity where I will utilize my skill and educational background to their fullest potential in the field of development or maintenance of **CCM tool Open text Exstream**

Professional Overview

* Having 3 years of overall experience in IT Industry which includes application support , maintaince activities and Development and experience in Customer Communication Management (CCM) tool Opentext Exstream.
* Have strong knowledge in Dialogue Data Mapping, Page Design, Output Queues, Input Data types, Flow Tables, Dialogue engine processing and application packaging.
* Experience in configuration and customization of Extreme Objects at multiple levels like Campaigns, Messages, tables and Frames
* Worked with formulae variables, Rules, Document and Page triggering rules and Experience in print and assembly rules, bar codes, including adding variable data tags.
* Involved in all stages of project life cycle, Created and tested test cases with all scenarios.
* Worked on various Minor and Major Enhancements / CRs related to Exstream Dialogue.
* Effort estimations of various Projects and Enhancements.Experience in coordinating, validating, and undertaking UT, SIT, ST and UAT.
* Good in verbal and written communication.
* Involved in Production support, Enhancements and Defect fixing.
* Involved in scrum calls with business analysts and support team to work on Jira tickets and also provided story point estimate for the tickets assigned. Ability to solve problems quickly and learn new technologies.

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| Qualification |
| **Title of the Degree with Branch** | **College/University** | **Year of Passing** |
| Bachelor of Engineering in Electronics and communication. | SR College of Engineering / JNTU University | 2016 |

**Career Information:**

 Current Organization : Cognizant Technology solutions

 Duration : From 2018 June to till date

**Technical Skills:**

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| **Hardware / Platforms** | Windows, Linux |
| **Primary SKills** | CCM Tool Opentext Exstream  |
| **Programming Languages** | C , HTML |
| **Database** | SQL |
| **Tools** | Jira and Devops tools  |

**Projects History:**

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| **01** | **Project**  | Mailing Application |
| **Client Profile** | Key Corporation |
| **Project Duration**  | August 2018 – Till Date |
| **Location**  | Hyderabad |
| **Project Description** | The basic function of Mailing Application is to create letters, statements/invoices and notices using Opentext Exstream tool and mail it to customers. Output formats include Printable files (AFPs), Web statements and archives. |
| **Role / Contribution** | * Creating master templates for letters and statements as per the requirement of different upstream interfaces
* To complete all the deliverables on time with Quality.
* Participating the calls with B A (Business Analyst) and LOB (Line of Business) team for tracking the status of BAU activities.
* Analyzing the Business requirements to perform design, document, develop, test and implementing it accordingly as per key bank Business when deviates from, vendor standard.
* Follow quality procedures to minimize defects ensuring healthy deliverables.
* Loading the PDF, AFP output file to VDR (View direct report), to view output.
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**Personal Details:**

Name : Spandana A

 Marital Status : Married

 Nationality : Indian