



KARTHIK PURUSHOTHAMAN CSM®.

Project Manager – QA (Digital and New Tech portfolio).

Result-driven QA Manager with experience in multiple phase of Software Testing and Development, striving for challenging opportunities from an esteemed QA organisation. Holding approved **I-140** (USA Labor authorization)

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SKILLS SUMMARY:

Seasoned IT professional with **around 12 years** of experience and has been proficient in test management for the past 3+ years. Along the journey of IT services and product implementation, been at various customer sites (different zones of U.S.A) for 7+ years. Versatile with Core Banking and U.S Health Insurance domains.

<u>Key Highlights</u>
Awarded as “ Quality Champion ” by customer (CareFirst, USA).
Experienced in handling a portfolio with revenue up to 3 Million USD .
Instrumental in constituting thought leadership sessions on Digital Assurance and Cloud migration testing .
Guided automation team with selenium framework setup for Salesforce applications .
Consulted part-time on the VersionOne to CA Agile migration .
Been part of product implementation (IP) and received engagement level feedback 7/7 .
Skillful at Customer Relationship Management .
Led the Defect Review Board transition governance.
Been part of successful New Account Opening RFP Deal (very recent).

- Experience and expertise in complete **QA Lifecycle**, starting from,
 - **Designing** test strategy/approach for large programs,
 - **Governing** test plans, testing cycles and test cases
 - **Setting up** test data and test environments,
 - **Reporting** test execution summary, defects, UAT readiness to OPS council.
- Expertise in **managing a 30-member QA team** with teams located across the shores.
- Proficient with **Manual** testing, **Web services** Testing, **PEGA (BPM)** Testing, **Digital(mobility)** and **SalesForce (Service, Sales and Marketing cloud)** solution testing.
- Been part of **TCoE** (Testing Center of Excellence) team and **guided/consulted** several customers on the **Test Governance** process across Enterprise Testing organization.
- Experienced in leading the Team of **SDET's** and achieving **in-sprint automation**.
- Proficient with **product implementation lifecycle** and has successfully implemented **Edgeverve – CSR product**.
- Helped several customers with **Release management/Release Readiness** activities and setting up **Defect Review Board**.
- Experienced in **Waterfall, Iterative and Agile** SDLC methodologies. Proficient with **Scrum/Sprint** planning using **VersionOne and CA Agile** tool.
- Hands-on in preparing **SOW's** (Statement of Work) for projects, maintaining the **Best Estimates** based on the quarterly pipeline, **Resource allocation** and **demand tracker** Maintenance.
- Proficient with **Order to Remittance – operational activities**.
- Experienced in responding to several **RFP's** (Request for Proposal) which includes preparation of **cost estimations (for FP, T&M, pseudo FP and unit based working model)**, **Technical solution guidance**, **staffing**, **capability decks** and **demonstrating POC's** for several humungous corporate initiatives.
- Experienced and exposed to several large **Healthcare programs** such as **ACA – Operating Rules Mandate** Implementation, **Member digital** experience and **SalesForce CRM** tool implementation for **Broker support** and **Core Banking** product implementations such as **Alkami** and **Banking+**.

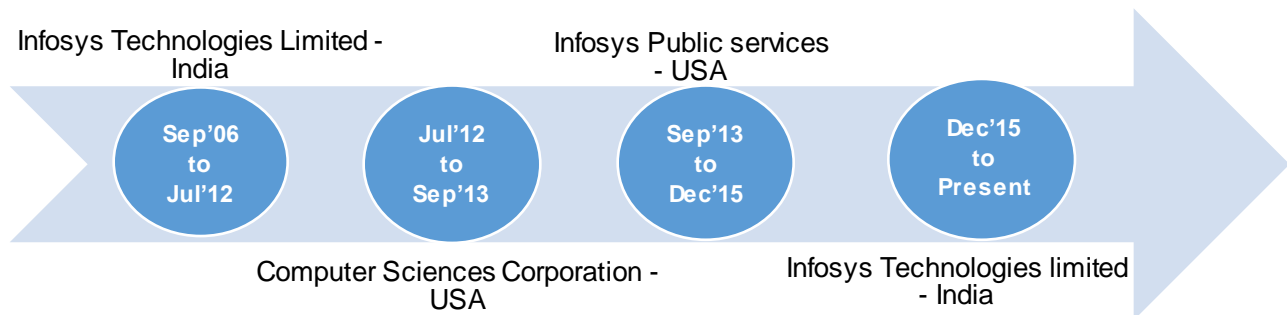
TRAINING AND CERTIFICATION:

1. **Certified Scrum Master** – License# 000808280 – valid till July 2020.
2. Certified in **Six Sigma Yellow Belt**.
3. Completed – **IIM Bangalore – People Management course**
4. Certified **AHIP** (America's Health Insurance Plans) – **PART A and PART B**.
5. Completed Infosys **PM Elite** certification.

TECHNICAL EXPERTISE:

Test Management Tool	HP ALM, Rational Test Management, JIRA.
Sprint planning tool	VersionOne, CAagile, Agile accelerator
Web Service Testing Tools	SOAP UI, PARASOFT.
Automation Framework	SELENIUM.
Database	MS SQL SERVER 2000, ORACLE 10G ON SQL DEVELOPER, DB2.
CRM Solutions	SalesForce - Sales Cloud, Service Cloud and Marketing cloud.
Web Technologies	C# .NET, JSP, HTML.
BPM	PEGA, TIBCO, EDIFICS, VITRIA.
Tools and Utilities	WinSCP, PUTTY, MS-Office, Beeline, FileZilla.
Domain	Core Banking, Telecom and Health Insurance (Payer).
EDI Transactions	834, 837, 835 and 27x.
Products	Claim Engines: XCELYS (DELL Product), NASCO and FACETS CSR Products: Edgeverve (Assist Edge), NCOMPASS (NASCO product). Core Banking: Alkami and Banking+

CAREER TIMELINE



ONSITE EXPERIENCE:

- Healthways, Tennessee USA - **11 months** – Member Web Portal test analyst.
- BCBSMN, Minnesota USA – **9 months** – Claims Regression test lead.
- Kaiser Permanente, California USA – **14 months** – Benefits Interface test lead.
- CareFirst, Maryland USA – **50 months** – QA portfolio manager.

PROFESSIONAL EXPERIENCE:

Employer: Infosys Technologies Limited - Dec 2015 to till date

Role: Portfolio Test Manger – Digital and New Tech.

Client: CareFirst– Health Insurance provider for state of Maryland and District of Columbia.

Portfolio: Salesforce-Cloud, Portals (Member and Provider), Web Content Management (Digital), EDI and Testing Governance.

Responsibilities:

- **Manage 30-member** onshore/offshore team and represent the Enterprise QA team to the customer in the above-mentioned portfolios.
- Understand the **business/stake holder** needs/views about the project and build the testing team (onsite/offshore) and test strategy accordingly (based on the timeline and skills set required).
- Provide consulting support and anchor the new testing/automation initiatives/discussions such as **Extreme Automation, Log analytics, Security testing, Digital testing** and application dependent **regression bed**.
- Created and Presented **the Environment strategy** (with in the client landscape) to accommodate **SalesForce version upgrades and data refreshes**.
- Coached the project team on the **Requirements management and traceability** with respect to **Agile methodology**.
- Guided the team on **effective data sheet preparation** based on the **automation framework** and achieved 50% of **in-sprint automation** on a 2 weeks sprint for the Salesforce service cloud application
- Create and track the **work orders** (for projects within the portfolio) till its closure and track on the give back's. Track the **scope creep** or **schedule deviation** and initiate the **Change Request process**.
- **Interview/Hire/Onboard** the new team members to the enterprise testing team based on the **demand forecast across portfolios**.
- Help and Guide the test leads to put forth the **Test strategy/test approach, UAT Plan, E2E plan**, with the available project information and expand the team's vision to think about the **re-usable components** in terms of **automation**.
- Support the project team with **sprint planning, team velocity, burn down**, team roster and backup planning.
- Review test deliverables, institute the **testing process compliance** as per organization standards and be on toes to provide immediate response to customer escalations.
- Collect and present **test metrics to leadership** team on weekly and monthly basis. And put forth all the **risks and issues** foreseen in the same forum.
- Wherever required, liaise or escalate to the respective stake holders with respect to the support on the **test data management/data masking, test environment setup/down times/planned outages or upgrades** and application access related issues.
- Touch base with client/customer stake holders on a pre-determined frequency to know

the 'Initiatives in pipeline' for the quarter and present the best estimates/resource management plan to the Enterprise Test management.

- **Team Management**, comprising of constant feedback/appraisal to team members, goals setting, back up planning and liaise on HR issues.

PREVIOUS EXPERIENCE

Employer: Infosys Public Services – Sep 2013 to Nov 2015

Role: Program Test Lead

Client: CareFirst– Health Insurance provider for state of Maryland and District of Columbia.

Project: EDI ORM / EDI Dental/ ICCM CF360 / RELIC / Dental HMO.

Testing: Functional / Integration testing.

Employer: Computer Sciences Corporation - Jul 2012 to Sep 2013

Role: QA Lead / Onsite Coordinator

Client: Kaiser Permanente – Health Insurance provider.

Project: XCELYS (Benefits work stream) and Document Management Shared Services.

Testing methodology: Interface testing / Automation

Employer: Infosys Technologies Limited - Sept 2006 to Jul 2012

Role: Technical Test Lead / Onsite Coordinator

Oct 2011 to Jul 2012

Client: BCBSMN – Health Insurance provider of Minnesota State.

Project: Steady State / Web Portals / ICMS

Testing: Manual / PEGA (BPM) testing / DW Testing

Role: Test Analyst / Onsite Coordinator.

Nov 2010 to Sep 2011

Client: Healthways Inc. – Leading Health Care provider in U.S

Project: EV4 Member Web Portal

Testing: Manual / Web services / Automation

Role: Test Analyst

Oct 2008 to Oct 2010

Client: For U.S based Credit Union group.

Project: Digital Strategy – Implementation of Alkami, Banking+ and Oflows

Testing: Manual/Product testing.

Role: Software Engineer.

Sep 2006 to Sep 2008

Client: Trizetto. – Leading Insurance provider in U.S. / Verizon – Telecom giant in U.S.

Development: Detailed Design, .NET coding, Unit testing, integration testing.

VISA DETAILS

- Possess approved I140 (USA)– PERM filed on Oct'15.
- Valid H1B visa until Dec'2018

ACADEMIC DETAILS

- BE (Mechanical Engineering) from Anna University in 2006

Annexure – Project Details

As a Program Test Lead at CareFirst Client,

Project Synopsis: Have extensively worked on the **EDI projects** such as EDI ORM and EDI Dental. As part of EDI ORM project, we validated the operating rule mandates implemented as part of affordable care act. Through the EDI Dental project, CareFirst wanted to switch from the current paper claims submitted by the providers for dental procedures to the EDI transactions (**837D**). As part of this initiative, we validated the gateway system that was built to process the electronically submitted dental claims, if successful send the submitted claims to the respective claim engines for adjudication then process their corresponding remittances and send back the remittances and **NOP's** to providers and **EOB's** to the members. We validated the entire end to end system.

As part of the ICCM CF360 project, we validated the new solution built for the LRG GRP customer service representatives. This system was built to reduce the average call time for the CSR's and improve their first response time. The ICCM CF360 system would integrate with 18 different applications (of different technologies) that would include NASCO mainframe and **NASCO CSW** applications and would fetch the desired results to enhance the daily operations of the Large Group Customer Service Representatives.

Team Size: 6

As a QA Lead at Kaiser Permanente Client,

Project Synopsis: **XCELYS** is the upgraded Claims Engine developed by DELL. Kaiser was in the process of replacing its legacy claim system DIAMOND with XCELYS, and we were involved in the Interface testing for the Benefits Work stream. We were responsible for the benefits data such as Group, Benefit package, Benefit Rule details flowing from several upstream systems to the core claim engine to process the claims submitted. The project had the roadmap to implement XCELYS claim engine in all the other regions after its successful GO LIVE for California Region. Also, was part of the **DMS** (Document Management Strategy) system testing team, testing the change request for the upcoming quarterly releases.

Team Size: 4

As a Technical Test Lead/ Onsite Coordinator at BCBSMN client,

Project Synopsis: Steady state testing team has been responsible for testing all the Enhancements & bug fixes for the applications that are in production. Our team was responsible for the Integration test region and to run regression cycles for **ITS, 27x (EDI's), FEP, 4010 to 5010 EDI up gradation**.

Apart from this track was also involved in leading the testing team for several other Web portal application projects like Case 360, CATS, Member Portal, Focus etc., Was also handling the conception of a Data Warehouse project ICMS which is the Incentive Compensation Management System for the Insurance agents and agency.

Team Size: 5

As a Test Analyst for a leading U.S Credit Union (group),

Project Synopsis: Alkami is the new banking product that's being customized with the specifications from the credit union's (group of credit union). The plan of customization is to enhance the RDC, Bill Pay and My deposit option. Banking+ is the new mobile application that's has been deployed with the user requirements such as Touch on, Passcode and push notification's. Oflows is the new online account opening application that is being correlated with the banking application replacing the current legacy system (Andera).

Team Size: 5