

Rekha Leelaraman

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LinkedIn Account

Education

2003–2006 **Madras University, Chennai, India, BSc., Mathematics.**

Technical Skills

Coding & Tools Adobe XD, Figma, C, C++, Ms SQL, Visual Basic, Quality Center, Quick Test Professional, Oracle, HTML, XML, Test Complete, QA Complete, Java, Cyara, Sybase, Splunk.

Certifications/Learnings

Coding & Tools Software Architect (Microservices), User Story Mapping (OT University), Object Oriented Programming in Java, System Analysis and Design, UI/UX Designing and Persona Creation using Adobe XD, OT- Foundation Track 1 Java and Selenium, HIPAA Part A, HIPAA Part B.

Work Experience

Oct 2020– **Sr Manager, Quality Engineering, OPTUM TECH INC-EDEN PRAIRIE, Minnesota.**

Ongoing Strong participant in solutioning the features and provide valuable insights in User Experience and identify technical gap, Develop strong relationship with the engineering teams, Managing production defects assignments, troubleshooting the production issues, creating strategies and assist till the production deployment for the whole engineering team of 350+ members (25+ scrum teams), coach and mentor team members and lead by example in a positive way. Conducting team building activities, common language of leadership activities and thereby creating a positive environment, Hiring talents, On-Boarding new team members and perform performance appraisal related activities. Multi-tasking and shifting priorities based on the business needs

Dec **Sr Software Quality Assurance Engineer, OPTUM TECH INC-PLYMOUTH, Minnesota.**

2018–Sept Brainstorm and identify the current automation pain points and delivered strategies and reduced QE effort by 30 percent, Requirement/VUI analysis, Making sure that the user experience is as right as per the business expectation, Identifying the critical issues in the system and helped to improve the caller experience, Hiring and provider training to the QE team members, UAT Testing, Test scenario creation and Execution using Cyara Automation tool, Providing demo on the new functionality, Call log validation using Splunk, Creation of Performance test script and sending visual test reports to the business, Production Deployment support

July 2018– **QA Lead-E2E Systems, SPOK SYSTEM INC-EDEN PRAIRIE, Minnesota.**

Dec 2018 Testing the user experience by using the actual Nurse devices, mobile phones (android and apple) and inform business about the improvement areas, Module lead for the End to End Integration, Running everyday scrum calls and status, Informal Mobile app testing to test the Usability and Performance load, Involved in System Architecture walk-through and create test scenario's, Working with the module leads and updating Test Plan, Responsible for running daily Agile scrum calls, Automation Test script creation using C++/Java, Automation Test Execution and troubleshooting, Working with project managers to improve the end to end functionality of the applications.

Feb 2016– **QA Lead-E2E Systems, OPTUM TECH INC -EDEN PRAIRIE, Minnesota.**

July 2018 Bridge the gap between module leads, dev team and the business, Provide suggestions to improve the functionality of the application, Assisted Offshore and Onshore testing team to review the test cases and execution, Creation of consolidated daily testing status and presented the same to the business, Preparation of application flows using Power point presentation and present it to the whole team, Directors and VP's, Assisted UAT team to execute the demo scripts, Usability testing, Creation and execution of Automation test scripts using Java Selenium, Creation of Performance test scripts and presented the status to the project managers and Directors of Optum

- May 2013– **QA Lead**, CENTERLIGHT HEALTHCARE-BRONX, New York.
- July 2016 Involved in testing of the Claims processing engine-QNXT, Helped the business to migrate the data from legacy to QNXT claims applications, Offshore task assignment and co-ordination, SSRS and SSIS Reports generation and testing, Writing SQL queries and identify gaps in the reports testing, Validation of all healthcare related configuration such as Benefits, Service codes, Enrollment etc., Creation of Automation test scripts and execution, Interviewing and recruiting new candidates, Risk documentation and Test Plan Preparation
- Dec 2011– **QA Lead Co-ordinator**, INFOSYS TECHNOLOGIES LTD, BCBS,NJ,USA.
- May 2013 Task Assignment and reporting status to the business, Effort Estimation, Monthly Dashboard and Weekly Dashboard preparation, Manage 15-20 Offshore team members, resolving conflicts among the team and motivate to deliver quality product, Providing application demo to the client, Assisting UAT with the Usability testing and following best practices
- Sept 2007– **Test Analyst**, INFOSYS TECHNOLOGIES LTD, Trizetto Inc, AZ, USA.
- Dec 2011 Test Case Creation and Execution, Internal tools development using .Net, Involved in various testing like UI testing, User Experience testing, Functional testing etc., Automation test script Preparation and Execution using QTP, Automation script development and troubleshooting in Visual Basic language
- August 2006– **Junior Test Engineer**, INFOSYS TECHNOLOGIES LTD, PMI, CA, USA.
- Sept 2007 Test Case Creation and Execution, Automation test script Preparation and Execution in QTP, Helped the client to automate a part of Regression test cases and reduced manual hours, Identify and notify the Application and Mathematical issues, Status Reporting to the Onsite Co-ordinator

Position of Responsibility

- Oct 2016– **UHG Volunteering Activities, United Health Group.**
- Ongoing As a eMentor, guided students regarding finance, career and educational goals, Conducting mock interviews and providing feedback, Assisting High students to prepare resume for the Part-time jobs
- Oct 2007– **Project Party Organizer, Infosys Technologies Ltd.**
- Dec 2010 Involved in organizing birthday events, project parties and other team fun activities
- Oct 2007– **Defect Prevention Anchor, Infosys Technologies Ltd.**
- Dec 2010 Preparation of best practices document and present it to the team, Review of the process documents and raise awareness to maintain CMM Level
- Oct 2007– **Training Anchor, Infosys Technologies Ltd.**
- Dec 2010 Preparation and presentation of general testing processes, Presented various knowledge sharing documents related to Quick Test Professional and general SQL querying
- Oct 2003– **Coach and Mentor, High School and Higher Secondary School.**
- Dec 2007 Captain for the White House team, Mentored Junior students to prepare for the Inter-school Basketball tournaments and District Athletics