# Overview

#### Over **12+ years’ experience in Software Quality Assurance Testing**.

#### Experience in Quality Assurance process through test plan sign off, setting up the process to resolve and track issues, UAT, Creating deficiency reports, summary of test results and final results sign off.

#### Having extensive experience in automating the applications and building a framework using testing tools like **Quick Test Professional (QTP), Selenium (Java)**, **Cyara,** **JMeter**, **Ready API (SOAP UI), Test Complete, Quality Center and QA Complete.**

#### Having extensive experience in **QNXT Application** (Member, Benefits, Claims etc), **FACETS Application (**Member, Benefits, Provider, Payment Manager, Claims etc**)**

#### Strong hands-on experience and conceptual understanding of **Software Development Life Cycle (SDLC)** models like **Waterfall and Agile and Software Testing Life Cycles (STLC)**.

#### **Managed** more than 20 members team in Offshore

**End To End Lead Co-ordinator** for the whole IE Project. Worked with QA, Dev and Business folks to communicate and co-ordinate the End-To-End/UAT Testing

#### Participated in all phases of Software Testing Life Cycle (STLC) from inception of the project to implementation and roll out procedures.

#### Diversified exposure in manual testing of Client/Server & Web-based applications with focus on System Analysis and Quality Assurance.

#### Communicate effectively with Project Managers, Development and Test teams throughout the test life cycle to provide clear objectives and report on progress and issues in a timely manner.

#### Strong Service orientation combined with experience in playing a vital role in conducting User Acceptance Test (UAT) procedures; Participated in UAT Test Strategy and designed UAT Test Plans managing UAT Defect reporting.

#### Possess strong documentation skills in creating Test Cases, Defect Reports and Test completion reports.

#### Knowledge on the entire US Health Care industry

# TECHNICAL SKILLS:

* **Testing Tools:** Cyara, QTP 10.0/9.x/8.x, WinRunner 7.X, TestDirector 8.x, Test Complete, QA Complete, Ready API/SOAP UI, Selenium (Java), JBoss, Jmeter 3.0, Rally
* **Databases:** Oracle, Sybase, SQL & MS Access
* **Operating Systems:** Windows 95/98, Windows XP, MS-DOS
* **Browsers:** Internet Explorer (4.0 and higher), chrome, Fire Fox, Safari
* **Trackers:** Quality Center/TestDirector, QA Complete, Rally

# ASSIGNMENTS:

## United Health Group (Optum Technologies) Dec 2018 – Till Date

#### Senior Software Quality Assurance Engineer

The focus of the project is to give a good IVR customer experience for the Members and Providers of United Health Group Insurance. For this initiative, the company has decided to replace the legacy (CGP) with Genesis. This require new design, software development and testing.

#### Project: Providers

##### Creation of automated test scripts and execution using CYARA.

##### Understanding of IVR call flow and help the team to update the logic of the flow. Appreciations from the higher senior management to identify crucial flaws in the design and helped save the budget costs of the project.

##### Leading the process development team to identify the problems in the existing process and give solutions.

##### Provided training on ReadyAPI and basics of API to the entire team and helped the team on Hands-on training

##### Documented and demonstrated the updated process to the higher management and got appreciations

##### White box testing/Junit test review with the development team

##### Executing the demo scripts or run UAT Test Cases to assist the UAT team

##### Provided support for testing procedures in accordance with project delivery date during implementation.

##### Provided production support during weekly/Monthly release

##### Hosting the sprint meetings or defect to get inputs from the team mates and share status with the management

## Spok Inc Aug 2018 – Nov 2018

### QA Lead/QA Automation Engineer

#### Environments: SQL, Web Application, Selenium, C#

Spok has been helping the military and other hospitals to manufacture the different alerting devices such as Patient to Nurse call, Code Blue button etc. The Clinical solutions required different software application development and convert the legacy applications to latest technology.

#### Project: System Integration Testing and Automation development just Selenium C#

##### Automation framework development and execution using Spoke framework

##### Preparation or updation of Master Test Plan document

##### Test Lead for the System Integration team of 3 resources

##### Co-ordinating with different application managers to resolve the technical issues and make sure that the integration flow is smooth

## United Health Group (Optum Technologies) Mar 2016 – Aug 2018

### QA Lead/QA Automation Engineer with Cyma Systems Inc

#### Environments: SQL, Web Application, Selenium, Jmeter, SOAPUI

Optum has automated the different state program services provided for the citizens/residents of state. State Programs includes SNAP, TANF, CHIP, Medicaid and Non-MAGI. The designed systems will run the business logic in the backend based on the client details submitted in the Client Portal system and provide the results (Approval/Denial/RFE). Also, the state agency worker has the authority to create new applications and accept or deny results.

#### Project: Integrated Eligibility - Testing the whole end to end systems (Client Portal, Agency Portal/Salesforce) and creating the test automation scripts for Salesforce

##### Created automated test scripts and automation framework using **Selenium** (JAVA, JBOSS)

##### Created Test Scenarios based on business requirements and Functional Requirements

##### Created performance test scripts using **JMeter** for all the Microservices used in IE Optum Project

##### Involved in testing the End to End sytems right from the Client Portal to Agency Portal

##### Test Lead or End to End Co-ordinater for the whole IE QA Team. Bridge the gap between Testing and Dev Team. Consolidating the Integration or End to End status and share it with the Project Heads and Stakeholders

##### Executing the demo scripts or run UAT Test Cases for the business folks

##### Prepared Test Plan including testing scope, timelines, risks, mitigation plans, and UAT and review schedules.

##### Provided support for testing procedures in accordance with project delivery date during implementation.

##### Responsible for creating Test cases and Test scripts based on functional requirements and design documents.

##### Involved in different phases of testing like the Business Functionality Testing, Unit Testing, Integration Testing, Performance Testing, Regression Testing, Positive Testing, Negative Testing and UAT.

##### Leading an offshore team of 9 members during the E2E testing phase

##### Analyzed Business Requirements and technical specifications for creating and implementing a test approach with effective test strategies.

## Centerlight Health Systems May 2013 – Feb 2016

### QA Test Lead (Worked as a contractor for Aristontek INC for

### sometime and then converted to FTE)

#### Environments: SQL, Web Application, Test Complete, QA Complete

CenterLight has implemented QNXT v5.01 as an integral part of their overall Healthcare Management System. CenterLight will convert data from their existing Legacy data sources into QNXT.

Membership and eligibility information housed in eChamp will be converted and loaded into QNXT. On a daily basis, all updates made within eChamp will be captured and will update the information in QNXT. CenterLight has decided to use the HIPAA EDI transactions load approach using QNXT Connect to load the member, provider, Auth and Claims data to QNXT .

#### Project: Testing the QNXT Web Application and creating the test automation framework & test scripts for QNXT and Aerial application

##### Created Test Scenarios based on business requirements and Functional Requirements

##### Created automated test scripts and automation framework using QA Complete and Test Complete

##### Involved in testing the QNXT application manually and setting up test data from member, provider, claims processing, Enterprise Data warehouse, strong knowledge on all HIPAA transactions

##### Prepared Test Plan including testing scope, timelines, risks, mitigation plans, and UAT and review schedules.

##### Provided support for testing procedures in accordance with project delivery date during implementation.

##### Responsible for creating Test cases and Test scripts based on functional requirements and design documents.

##### Involved in different phases of testing like the Business Functionality Testing, Unit Testing, Integration Testing, Performance Testing, Regression Testing, Positive Testing, Negative Testing and UAT.

##### Participated in technical Walkthrough sessions and defect report meetings periodically and coordinated with Developers to resolve the issues. Wrote System, Integration and functional Test Cases using QA Complete.

##### Leading an offshore team of 3 members for the QNXT Automation framework and test scripts

##### Analyzed Business Requirements and technical specifications for creating and implementing a test approach with effective test strategies.

##### Drove the User Acceptance Testing phase working closely with the Client ensuring satisfactory outcomes.

##### Interviewing suitable candidates to work for the QA team

##### Monitor issues and treat escalations to positive outcome

##### Conducted Developer Team meeting to discuss the extra view and solving the issues before the project goes to live.

##### Maintained a track of Extra view as Daily Standup meetings to discuss the priority with all Managers of the project

## Horizon (BCBSNJ) April 2011 - May 2012

### Test Analyst and Test Lead with Infosys Technologies Limited

#### **Environments:** Mainframe, Web Application, C#. Net Application, Rational Clear Quest, Microsoft Products

Horizon (BCBSNJ) was improving the systems automated functionalities by introducing new features/enhancements to the existing applications.

#### **Project:** Worked on major applications for the Horizon BCBSNJ like QNXT, Sales & Broker, New Membership System (NMS), Integrated Voice Response (IVR), Sales and Marketing Applications (SMA)

##### Preparation of Manual test Plans, System test plans and Requirement Traceability Matrices (RTM)

##### Involved in testing High and critical functionalities.

##### Concentrated and involved more in System Integration testing.

##### Designed and developed test case for putting the application on manual testing.

##### Involved in reviewing the test cases and executing the same.

##### Reported defects in timely manner and logged the same into defect tracking tool.

##### Coordinated developers, testers and other individuals involved in the project to resolve the identified issues.

##### Leading a team of 18 members from onsite for different projects

##### Co-ordination with Offshore team every day to assign tasks and get the daily report documented and present it to the business stakeholders and IT Project Managers

##### Analyzed Business Requirements and technical specifications for creating and implementing a test approach with effective test strategies.

##### Execute the scenarios with both Developers and QA.

##### Playing a role of Lead Developer Testing in both QA and Development environment.

##### Co-ordinated with the Developer, Business Analyst and business stakeholders for the completeness of the business functionality

##### Drove the User Acceptance Testing phase working closely with the Client ensuring satisfactory outcomes.

##### Worked with the business to understand and execute the mandatory state enhancements on the same day or within short span of time from Onshore

##### Assessed the risk and designed the mitigation plan for the SIT and UAT.

##### Monitor issues and treat escalations to positive outcome

##### Conducted Developer Team meeting to discuss the extra view and solving the issues before the project goes to live.

##### Preparation of Status reports for each project and present it to the client. Project co-ordinator for some big enhancement projects.

## TriZetto August 2006 - Apr 2011

### Test Engineer and Test Analyst with Infosys Technologies Limited

#### **Environment:** MS–Office, Mercury Quality Center, Quick Test Professional (QTP), Onyx

#### TriZetto is a product based company involved in testing C#. Net applications which is used by more than 20 Health Care payers for member, provider, claims, Authorizations and many other modules for claims processing

**Project:** Manually Testing the Trizetto owned applications like QNXT, Facets, CWS, MBP etc. Automating the complex application QNXT to reduce the manual effort and avoid human errors

##### Preparation of Manual Test Cases, Requirements Traceability Matrix using testing tool like Quality Centre (HP QC)

##### Setting up test data like Programs, benefits, contracts etc manually in the QNXT application

##### Execution of manual test plans to ensure the delivery of quality software products.

##### Creation of automation test framework and test scripts using Quick test Professional (QTP)

##### Creation and Updation of Business Process Tests (BPT’s) in the Quality Center and running the tests using Quick Test Professional (QTP)

##### Performed web services testing using the SOAP UI tool for the integration of different applications with QNXT

##### Clarified requirements, writing or modifying test cases, logging test results.

##### Created Weekly status report, Daily status report and updation of monthly dashboard

##### Identified, entered, tracked, and verified defects encountered during testing. Communicate these findings with the development team and work towards resolution of the defect

##### Worked extensively on HIPAA transactions

##### Analyzed Business Requirements and technical specifications for creating and implementing a test approach with effective test strategies.

##### Drove the User Acceptance Testing phase working closely with the Client ensuring satisfactory outcomes.

##### Managed team members and support them for the successful completion of the project

##### Knowledge transfer to the new team members in Trizetto

##### Defect Management and Configuration Controller for the entire Infosys QA Trizetto team: conducted effective meetings with the whole team to ensure the team understands the quality deliverable

##### Installation testing: Verified or tested whether the new change pack installation was successful and installation guide was properly documented.

# Education

#### Bachelor’s Degree, *Mathematics*

**Contacts**

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