EMMANUEL DEL ROSARIO

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**CAREER SUMMARY**

* A self-motivated individual with **more than 10 years** of extensive work experience in the field of data processing and information technology particularly in **System Analysis, Program Development, Software Testing of Client Server and multi-tiered Web Applications in Healthcare EDI, Retail and Financial/ Credit Card Industries**.
* Outstanding exposure in software testing methodologies which involved development of test cases and test scripts for **Unit**, **Assembly**, **User Acceptance, Black box and White box testing, Volume, Regression, System and Integration/End to End Testing**.
* Robust experience using **JIRA** in an Agile-SCRUM and Agile-Kanban.
* Extensive knowledge and experience of **Software Development Life Cycle (SDLC)** and **Software Testing Life Cycle (STLC)**.
* Expert level of utilizing **HP Quality Center**.
* Extensive experience in **Structured Query Language (SQL)** for database testing.
* Robust experience in **Windows, UNIX and Mainframe** operating systems/environments.
* Very strong analytical and QA/ testing skills, capacity to work and diagnostic ability, gathering different kind of projects requirement in an **Agile** or **Waterfall** models.
* Experience in Data Warehousing and ETL using **Informatica Power Center 8.6**.
* Experience in ETL development, testing and maintenance using **Oracle SQL, PL/SQL,** and **Informatica Power Center 8.6**
* Knowledgeable with **Selenium IDE and Selenium WebDriver** for testing automation.
* Process-oriented individual using **Capability Maturity Model Integration (CMMI)**.
* Excellent written and verbal communication skills.
* Robust technical skills in software development of batch and online programs using **COBOL** programming language in a **mainframe environment**.
* Excellent skills in **Job Control Language (JCL)**, **Ezytrieve, File-Aid and Syncsort.**
* Strong database background using **IMS DB** and **DB2**, **Oracle DB**.
* Conversant on **Objected-Oriented concepts and Java programming language**.
* Knowledgeable in **Big Data/Hadoop and MapReduce** and other ecosystem tools such as **Flume, Sqoop, Pig, Hive, HBase and Oozie**.

**ACHIEVEMENTS**

* Won the whitepaper contest in UST Global about Software Metrics Improvement.
* Promoted twice during the first three years of stay with Accenture Ltd.
* Promoted thrice during the four years of stay with UST Global Inc.
* Recognized at the top position in the field of Software Engineering at UST Global as a Senior Systems Analyst.
* Implemented a very hard complexity project in production with zero defects during the stay with Accenture.
* Selected as a subject matter expert (SME) by the client on their Billing System during the first six months of work exposure.
* Awarded client’s recognition by key people from the client such as Vice President, QA Director and Project Managers.
* Received a monetary bonus of $1,000 and “Putting the Client First” certificate from UST Global.

**TECHNICAL SKILLS**

**Hardware**  : IBM 3270 PC’s and Compatibles, Server and Networking

**Operating System** : **Unix**, MVS OS/390, Microsoft Operating Systems, MS DOS, iOS, Mac OS

**Languages** : HTML 5, CSS, XML, Unix shell scripting, Java, C, C++,

SQL, SQLite, COBOL, JCL

**Data Interchange Format** : JSON, XML, EDI

**Tool**  : Informatica ETL, Ingenix Claredi, WinSCP FTP, File-Aid,

EDI Notepad, EDIFECS Transaction Manager, SOAP UI,

Putty, Oracle TOAD

**Framework** : .Net, Struts, Spring MVC

**IDE** : Visual Studio, Eclipse, PyCharm

**Application Quality Tools** : HP Quality Center, HP ALM, JIRA

**Database**  : DB2, IMS DB, Oracle

**Application** : DST Managed Healthcare System (Local and ITS Claims

Processing System), CSR Application

**Project Management** : Microsoft Project, Primavera

**Industries**  : Healthcare, Retail, Financial/ Credit Card

# PROFESSIONAL EXPERIENCE

**July 2017 – Present**

**AdvanceSoft Inc.**

**Client: HealthPlan Services, Tampa, Florida**

**Project: PHP457 Upgrade Project**

**Role:** **QA Technical Lead**

**Responsibilities:**

* Manages and leads the project team with twelve resources.
* Manages the co-ordination of the partners, product line stakeholders and working groups engaged in project work.
* Review Business Requirements Document (BRD), Technical Design Document (TDD) and provide test estimates.
* Take lead in creation of Master Test Strategy Plan (MTP) and involve in MTP review for multiple product lines.
* Translate business requirements into high level test scenarios and create Requirements Traceability Matrix.
* Creates dashboard for testing portfolio in order to track ownership and task level movements and processes.
* Resolves the cross-functional issues by discussing with the Product line engineers
* Provides status reports to the Project sponsors.
* Follow-up and get the resolution for project issues, test issues, test design review, test plan review and code review completed on time.
* Analyzing the budget for the new procurement of devices for testing.
* Effectively manage teams to efficiently deliver products and services
* Track the tasks and ensure to meet project milestones. Publish the report to management
* Ensure all the deliverables are in proper status and get sign off from different stakeholders.
* Preparation of Project Reports, Metrics collection and presenting to the management
* Review test cases created in HP ALM QC and provide inputs to QA resources.
* Review functional test results and ensuring artifacts are all present in each test cases.
* Address questions of QA resources to ensure no blockers in testing perspective.
* Lead defect triage calls and communicate status updates to project stakeholders and PMO.

**Environment:** TSO, MVS OS/390, CSR (Enrollment and Billing System), ServiceLink Portal, SQL, COBOL, JCL, ISPF, HP ALM, Quality Center, EDI Notepad, WinSCP, DB2, Agile Model,SOAP UI, XML,

**August 2016 – July 2017**

**AdvanceSoft Inc.**

**Client: Catalina Marketing, St. Petersburg, Florida**

**Project: Awards System Project**

**Role:** **Senior Test Engineer**

**Responsibilities:**

* System Analysis, Requirement Specification analysis for clear understanding of requirements and giving input to the testers to design test cases
* Creating Test plan, Test Scripts. Traceability Matrix, Designed test cases, Translating Use Cases into Test Cases, reviewed test cases and executed test cases
* Software Test Estimation, Time Estimation, Effort Estimation and Scheduling Priority Tasks
* conducting User Acceptance Testing process and coordinating to resolve issues
* Working in each phase of Software Development Life Cycle (SDLC) methodologies
* Maintaining Test Plan documents, Test cases documents for test execution and further enhancements
* Executing System Testing, Integration Testing, Regression Testing, Compatibility Testing , Database Testing and Web Application Testing (N-Tier Architecture)
* Working with the Unified Modeling Language (UML) to develop Use Cases
* Planning, Coordinating, Directing, Organizing and Motivating Customer Groups and Project Staff in the testing process
* Executed test cases to test the ASP.NET WebPages including various controls like server controls, user controls and custom controls
* Conducting Risk Analysis, Impact Analysis, Regression Analysis and Implementing mitigation techniques
* Preparing status report and participating review and bug triage meetings to resolve issues
* Defect management using HP ALM QC defect management tool
* Logging issues and tracking issues for fixes and verification
* Developed unit test cases using C# to verify the various functionality of the application under test
* Executing Manual, White box and Black box Testing
* Interacting with Software Development Team and other stakeholder to resolve issues
* Wrote Final Builder script for taking build setups and installed builds in testing environment for executing the testing process.
* A test plan is developed to create vUsers, to create the scenario and running the scenario in LoadRunner, and the process was monitored for analysis and performance tuning
* Executed database testing for the application in SQL server to verify the tables for constraints and data integrity.
* Wrote SQL queries, subqueries, joins and union to retrieve data from various tables of the database to verify the data transactions in the application.
* Prepared sample data for UAT and providing support to end users to execute UAT.
* Worked on post implementation production issues and resolved the same.
* Delivered defined deliverables to the client on time.
* Providing testing support for any change request that requires immediate deployment in production.
* Participating project kick of meeting and Sprint planning meeting to allot the tasks to the team members based on the priorities.
* Preparing Sprint backlog to estimate and resource allocation and monitor the daily progress.
* Coordinated with the client and ensured their additional requirements and modifications were updated and implemented in the application.
* Onsite coordination with business associates, project managers and customers.
* Trouble shooting the test environment and initiating alerts to QA support as needed
* Mentoring testing team on testing techniques, introduction of new processes and agile methodology.
* Participated in Sprint retrospective (process post mortem) meeting to identify bottlenecks in the process.
* Communicating with management, customers, and other stakeholders for updates and to resolve issues
* **Environment:** .NET Framework 4.6, C#, VB.NET, ASP.NET, IIS, HTML, DHTML, XML, JSON, UML, XSLT, XPath, XQuery, SQL Server 2012, Source Gear Vault, Internet Explorer 11.0, Case Complete, Mozilla Fire Fox and HP ALM Quality Center, MS Office and MS Visio

**January 2016 – August 2016**

**AdvanceSoft Inc.**

**Client: HealthPlan Services, Tampa, Florida**

**Project: IMS Production Ticket Maintenance Project**

**Role:** **Senior QA Analyst**

**Responsibilities:**

* Collaborate with the IMS production test team in testing of production issues for six health insurance carriers.
* Expert on member enrollments, billing, payments, letters and statements validation.
* Lead on X12 834 test data preparation with different characteristics based on business requirements and cascade strategy and techniques to testing team members.
* Analyze and test different X12 834 transaction such as initial enrollment, confirmation/effectuation, CiC (change in circumstances), cancellation, termination and reinstatement for On-Exchange and Off-Exchange products and plans.
* Validate EDI X12 files and correct for reprocessing using EDI Notepad.
* Utilize WinSCP tool for file drops and keep track the status.
* Evaluate TA1 and 999 acknowledgement request files to identify and correct EDI segment errors in the X12 transaction files.
* Perform backend testing using simple and advance SQL queries and verify data integrity.
* Retest defects after the bug fixes and update the defects in the HP ALM QC tool.
* Contribute to the adoption of Agile methodology, best practices and process documentation.
* Actively participate in sprint planning and daily stand-up meetings.

**Environment:** TSO, MVS OS/390, CSR (Enrollment and Billing System), ServiceLink Portal, SQL, COBOL, JCL, ISPF, HP ALM, Quality Center, EDI Notepad, WinSCP, DB2, Agile Model

**November 2014 – January 2016**

**AdvanceSoft Inc.**

**Client: Catalina Marketing, St. Petersburg, Florida**

**Project: Awards System Project**

**Role:** **Senior QA Analyst**

**Responsibilities:**

* System Analysis, Requirement Specification analysis for clear understanding of requirements and giving input to the testers to design test cases
* Creating Test plan, Test Scripts. Traceability Matrix, Designed test cases, Translating Use Cases into Test Cases, reviewed test cases and executed test cases
* Software Test Estimation, Time Estimation, Effort Estimation and Scheduling Priority Tasks
* conducting User Acceptance Testing process and coordinating to resolve issues
* Working in each phase of Software Development Life Cycle (SDLC) methodologies
* Maintaining Test Plan documents, Test cases documents for test execution and further enhancements
* Executing System Testing, Integration Testing, Regression Testing, Compatibility Testing , Database Testing and Web Application Testing (N-Tier Architecture)
* Working with the Unified Modeling Language (UML) to develop Use Cases
* Planning, Coordinating, Directing, Organizing and Motivating Customer Groups and Project Staff in the testing process
* Executed test cases to test the ASP.NET Web Pages including various controls like server controls, user controls and custom controls
* Conducting Risk Analysis, Impact Analysis, Regression Analysis and Implementing mitigation techniques
* Preparing status report and participating review and bug triage meetings to resolve issues
* Defect management using HP ALM QC defect management tool
* Logging issues and tracking issues for fixes and verification
* Developed unit test cases using C# to verify the various functionality of the application under test
* Executing Manual, White box and Black box Testing
* Interacting with Software Development Team and other stakeholder to resolve issues
* Wrote Final Builder script for taking build setups and installed builds in testing environment for executing the testing process.
* A test plan is developed to create vUsers, to create the scenario and running the scenario in LoadRunner, and the process was monitored for analysis and performance tuning
* Executed database testing for the application in SQL server to verify the tables for constraints and data integrity.
* Wrote SQL queries, subqueries, joins and union to retrieve data from various tables of the database to verify the data transactions in the application.
* Prepared sample data for UAT and providing support to end users to execute UAT.
* Worked on post implementation production issues and resolved the same.
* Delivered defined deliverables to the client on time.
* Providing testing support for any change request that requires immediate deployment in production.
* Participating project kick of meeting and Sprint planning meeting to allot the tasks to the team members based on the priorities.
* Preparing Sprint backlog to estimate and resource allocation and monitor the daily progress.
* Coordinated with the client and ensured their additional requirements and modifications were updated and implemented in the application.
* Onsite coordination with business associates, project managers and customers.
* Trouble shooting the test environment and initiating alerts to QA support as needed
* Mentoring testing team on testing techniques, introduction of new processes and agile methodology.
* Participated in Sprint retrospective (process post mortem) meeting to identify bottlenecks in the process.
* Communicating with management, customers, and other stakeholders for updates and to resolve issues

**Environment:** .NET Framework 4.5, C#, VB.NET, ASP.NET, IIS, HTML, DHTML, XML, UML, XSLT, XPath, XQuery, SQL Server 2008, Source Gear Vault, Internet Explorer 11.0, Case Complete, Mozilla Fire Fox and HP ALM Quality Center, MS Office and MS Visio

**June 2014 – November 2014**

**AdvanceSoft Inc.**

**Client: HealthPlan Services, Tampa, Florida**

**Project: Health Care Reform – 2015 Renewals**

**Role:** **Senior QA Analyst**

**Responsibilities:**

* Collaborate in understanding business requirements of renewal letters generation for multiple health insurance carriers for the 2015 open enrollment.
* Review and analyze requirement specification documents with Business Analyst and QA Manager for on-exchange and off-exchange plans.
* Support the creation of testing deliverables such as Master Test Plan, Detailed Test Plan and test cases in accordance with SDLC guidelines.
* Identify test data using simple and advance SQL statements to identify the accurate data as per the test scenarios/requirements.
* Lead on X12 834 benefit enrollment and maintenance test data preparation with different characteristics based on business requirements and cascade strategy and techniques to testing team members.
* Process different transaction types such as initial enrollment, confirmation/effectuation, cancellation and termination.
* Work extensively with WinSCP for file drops and keep track the status.
* Perform backend testing using SQL queries and verified data integrity.
* Retest defects after the bug fixes and update the defects in the Application Lifecycle Management tool(ALM).
* Manage requirements and test cases using HP ALM Quality Center and execute the scripts using manual and automation runner.
* Monitor and analyze internal QC process metrics for continuous improvement.
* Review test results and testing artifacts are updated and follows the testing standards for audits.

**Environment**: TSO, MVS OS/390, CSR (Enrollment and Billing System), ServiceLink Portal, SQL, COBOL, JCL, ISPF, HP ALM Quality Center, EDI Notepad, WinSCP

**June 2013 – June 2014**

**UST Global Inc.**

**Client: Independence Blue Cross, Philadelphia, Pennsylvania**

**Project: Health Care Reform – PA and AHNJ States**

**Role:** **Senior QA Analyst**

**Responsibilities:**

* Review and analyze requirement specification documents with stakeholders for on and off-exchange plans of Pennsylvania (PA) and AmeriHealth New Jersey (AHNJ) states.
* Support the creation of master test plan and test cases.
* Create individual and Small Health Option Program (SHOP) EDI transaction files based on business requirements and cascade strategy and techniques to team members.
* Validate 834 Enrollment and 820 Payment files using Ingenix Claredi.
* Utilize extensively WinSCP FTP tool for file drops and tracking transaction status.
* Verify complete processing of initial enrollment, confirmation/effectuation, cancellation and termination 834 transactions using Transaction Manager.
* Perform off-exchange PCP Lookup, PCP Validation, Billing/Payment, Broker/Non Consumer and Family scenarios for PA and AHNJ.
* Manage requirements and test cases using ALM Quality Center.
* Create defects and retest after bug fixes and close once completed.
* Assist QA test lead in assigning daily tasks and activities to junior testers.
* Conduct first level of validation by reviewing test execution results accomplished by junior QA testers.

**Environment** : IBM 3270, MVS OS/390, COBOL, JCL, Edifecs Transaction Manager, HP ALM, XML, WinSCP, CNX Web Portal

**May 2012 – May 2013**

**UST Global Inc.,**

**Client: HealthPlan Services, Tampa, Florida**

**Project: Florida Blue Group Project**

**Role:** **Senior QA Analyst/QA Lead**

**Responsibilities:**

* Review Business Requirements Document (BRD), Technical Design Document (TDD) and other artifacts for onboarding of Florida Blue Group insurance carrier.
* Participate in creation of Master Test Strategy Plan (MTP) and involve in MTP review
* Translate business requirements into high level test scenarios and create Requirements Traceability Matrix.
* Lead the creation of manual test scripts into HP ALM QC and link to corresponding business requirements.
* Build test data using CSR for new enrollments and create SQL statements to query DB2 database for test cases require existing data.
* Process XML group enrollments and EDI 834 group enrollment files via WinSCP tool.
* Edit EDI 834 group enrollments and reprocess for correction.
* Test Florida Blue online web portal, CSR and DB2 databases to verify enrollment updates.
* Participate on EDI group enrollments conversion
* Validate after each mainframe batch cycle jobs completed to confirm enrollment changes and billing activities.
* Lead defect triage calls and communicate status updates to project stakeholders and PMO.

**Environment:** EDI X12 834, XML, MVS OS/390, TSO, SQL, ISPF, CSR (Enrollment and Billing System), HP Quality Center, XML, Notepad++, WinSCP, DB2

**June 2011 – May 2012**

**UST Global Inc.**

**Client: Independence Blue Cross, Philadelphia, Pennsylvania**

**Project: COB Claims Calculation Project**

**Role:** **Senior QA Analyst/QA Test Lead**

**Responsibilities:**

* Lead the test phase of a development project with offshore test engineers.
* Create and maintains test effort estimation and testing schedule.
* Review Business Requirements Document (BRD), Technical Requirement Document (TRD), and Detailed Design Specifications for coordination of benefits.
* Create Master Test Strategy Plan containing the high level test scenarios.
* Review the Master Test Strategy Plan with the stakeholders and make modifications based on client inputs.
* Review test cases created in HP ALM and validate both positive and negative test cases are considered.
* Perform Smoke testing after Development team confirm code deployment is completed in test region.
* Contribute on client meetings and coordinates day to day task activities to offshore resources.
* Lead and involve on test data preparation to ensure test data characteristics matches each test cases being tested.
* Participate in ITS claims adjudication for both Institutional and Professional claims using MHS Claims Adjudication system.
* Assess test results and schedule meeting with the Business Systems Analyst for review
* Create weekly dashboard metrics for the project based on HP Quality Center data.
* Monitor and follow-up test execution approvals.
* Conduct brownbag session trainings to assist testers on how to utilize HP ALM and apply best practices.

**Environment:** IBM 3270, MVS OS/390, COBOL, JCL, SQL, DST MHS Adjudication system, HP ALM QC, File Manager, ITS Claims, DB2

**February 2009 – June 2011**

**UST Global Inc.**

**Client: WellPoint, Makati, Philippines**

**Project: CDHP Project**

**Role:** **Senior Software Engineer**/**Project Team Lead**

**Responsibilities:**

* Lead a development project with three software engineer resources.
* Create and maintains project estimation and schedule.
* Maintain the project metrics of the team to ensure deviation.
* Update the project with the weekly project status report.
* Coordinate with Onsite POC (point of contact) for the everyday tasks and updates
* Prepare Technical Design based on the requirements from the business.
* Prepare Test Plan and documents of findings, revision specification and processing flows and diagrams.
* Assist software engineers on debugging code during Unit Testing.
* Execute testing with the help of the testers and address their testing issues.
* Involve on claims processing such as claims entry and adjudication using online CICS screens.
* Identify test cases and build regression test bed for regression testing.
* Become a Defect Prevention Controller that monitors and controls the defects encountered by the project on each phase of the SDLC and create solutions in order to prevent defects from reoccurring.
* Become a Configuration Controller of HP ALM which is responsible to ensure that all project deliverable documents are complete and following the process to provide a high quality product.
* Accountable for test deliverables within HP ALM and providing best practice guidance for test management within HP ALM

**Environment:** Informatica Power Center 8.6, EDI 837, IBM 3270, MVS OS/390, Microfocus COBOL, COBOL, JCL, Easytrieve, Syncsort, Serena Changeman, ISPF, IBM File Manager, IBM File-Aid, Xpediter Debugger, FTP, HP Quality Center, Claims Processing, CICS

**January 2005 – February 2009**

**Accenture Limited**

**Client: American Express, Makati, Philippines**

**Project: Optima Legacy Membership and Billing**

**Role:** **Senior Software Engineer**

**Responsibilities:**

* Lead development and test support projects handling software engineer resources.
* Review business requirements and technical specifications for completeness and logical correctness.
* Design, develop, customize batch and online COBOL programs for Optima products group in accordance to client’s requirements
* Investigate and provide solution for client (IMR’s) Service Requirements using standard client Methodologies.
* Customize the necessary JCL’s for client operations and maintenance of its applications, file definitions and utilization.
* Render production support for client’s daily batch operations.
* Prepare Test Plan and documents of findings, revision specification, processing flows and diagrams, and change management documents.
* Perform Code and Component Testing, Assembly Testing, Performance Testing, Integration Testing, Regression Testing and User Acceptance Testing in accordance with Accenture testing methodologies.
* Utilize HP Quality Center as a repository of business requirements, test cases and software defects.
* Design, implement and identify test cases that are reusable for regression testing.
* Provide technical assistance, coaching and mentoring of new software engineers in using HP Quality Center.
* Validate all test results and testing artifacts/attachments are up to date and follows the standards for Software Quality Control Team audits and post-production reviews.
* Collaborate with SEPG team in identifying best practices, creating standard operating procedures and metrics improvement.
* Participate on Root Causal Analysis meeting (RCA) in identifying root causes of production defects and provide solutions to improve the software process.
* Contribute to the creation of process documents and technical Knowledge Transfer documents.

**Environment:** MVS OS/390, Microfocus COBOL, COBOL, JCL, VSAM, IMS DB/DC, GDG, Easytrieve, Syncsort, Serena Changeman, IBM File Manager, IBM File-Aid, Xpediter Debugger, FTP, HP Quality Center

**February 2001 – January 2005**

**CIM Technologies**

**Role: Systems Engineer**

**Responsibilities:**

* Manage and monitor all installed systems and infrastructure
* Install, configure, test and maintain operating systems, application software and system management tools
* Proactively ensure the highest levels of systems and infrastructure availability
* Monitor and test application performance for potential bottlenecks, identify possible solutions, and work with developers to implement those fixes
* Maintain security, backup, and redundancy strategies
* Provide 2nd and 3rd level support
* Liaise with vendors and other IT personnel for problem resolution

**Environment:** Hewlett Packard Servers, Hewlett Packard Workstations and Printers, Hewlett Packard Designjet Printers, Microsoft Windows Servers, Novell Netware, Local Area Networking (LAN), TCP/IP, Microsoft Office, IBM Workstations

**EDUCATION AND TRAINING**

**Bachelor of Science in Computer Engineering**

Mapua Institute of Technology, Manila, Philippines

Ranked #10 from the 60 students of the 2001 Computer Engineering Graduating Class

**Java Novice to Professional Course**

January 22, 2015 to March 07, 2015

**VULAB.com**

**Cloudera Developer Training for Apache Hadoop**

July 27 - 31, 2015

**Cloudera**

**CERTIFICATION**

**HP Certified Professional**

2004

**Hewlett Packard**

**REFERENCES**

Available upon request.