**RAJENDRA NARAYANDAS(Raj)**

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**U.S.Residence Status: U.S.Citizen**

**PROFESSIONAL SUMMARY**

* Over 14 years of experience in **Software Industry** out of which **5 years** as **Business analyst and**  9 years into **Quality Assurance**, and **Testing**
* worked in all phases of Software Development Life Cycle, Software Test Life Cycle and Defect Life Cycle using industry accepted methodologies **Agile** and **Waterfall**
* Two years’ experience as project engineer in a manufacturing company in India
* Experience in **Insurance**, **Financials**, **Healthcare**, **Manufacture** and **Telecom** industries.
* Experience in **Guidewire Policy, Billing** and **Claims Center** suite of products
* Experience in **HealthCare Billing** and **Claims Processing** systems.
* Served as a **liaison** across different business units inside IT and among business partners
* Created functional requirement documents, use cases and wireframes
* Performed **Gap Analysis** between AS IS and TO BE states of the applications
* Practiced **Change Management** by consistently logging in changes requested by business
* Participated in Test Review Meetings, Defect Triage Meetings, Mid Sprint Work Evaluations
* Good Knowledge of **Testing Standards**, **Best Practices** to improve **Processes** in **SQA**
* Involved in Test Data Management and Test Environment set-up
* Knowledge in building Data Driven, Keyword Driven, and Hybrid Frameworks for QTP/UFT.
* Vast experience in different testing procedures - Functional, Unit, **Integration**, **Regression**, GUI, Browser Compatibility, Ad-hoc, Configuration, **System Testing**, Database Testing, Performance, Endurance, Load &Stress Testing, UAT and **Stability Testing**
* Good working experience in using Black Box testing techniques like **Boundary Value Analysis**, **Equivalence Partitioning**, Decision Tables
* Thorough knowledge on **relational database** concepts including **SQL** programming skills
* Knowledge in **Data Modeling** using Ralph Kimball and Bill Inman’s approaches.
* Good knowledge of database schemas like **star schema**, **snowflake schema** in dimensional modeling , Normalization, Business Process Analysis
* Clear understanding of **OLTP**, **OLAP**, Business Intelligence and Data Warehousing concepts with emphasis on ETL transformations and reporting
* Good **team player**, quick learner, **proactive**, collaborative and **self-starter**
* Experience in Test Estimation techniques such as Software Size, TestCase Enumeration, TPA
* Possess excellent oral and written skills;
* Mentored and provided guidance to freshers and other team members
* Managed multiple tasks and worked under tight deadlines and in fast pace environment
* **Highly motivated**, ability to work **independently**, **organized** and result oriented with excellent interpersonal, communication and presentation skills with capability of adapting to new and fast changing technologies

**Technical Skills**

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| **Testing Tools**:  **OLAP Tools:** | Quality Center, QTP/UFT, JIRA, SOAP-UI  Business Objects XI, InfoView, Webi, Designer, Dashboard Builder, CMC/CMS, Crystal Reports, Cognos Report Net, Xcelsius, |
| **RDBMS**: | Oracle 11g/10g/9i, SQL Loader, MS-SQL Server 2008/2005, T-SQL, Microsoft Access |
| **Operating Systems**: | Windows 7, XP/2000/NT. Solaris 2.6/7/8, UNIX. |
| **ETL Tools**: | Informatica Power Center , Data Stage, Data Integrator/Data Services |
| **Data Modeling**: | Erwin, Dimensional Data Modeling, Star Schema/Snow Flake Schema, FACT Tables, Physical, Logical, Dimensional Data Modeling |
| **Languages**: | C, Visual Basic, SQL, PL/SQL, MS-SQL, HTML, XML |

**EDUCATION**

* Bachelor of Science in Mechanical Engineering
* Post Graduate Diploma in Computer Applications.
* Certificate Course in RDBMS: Oracle 7.x.

**PROFESSIONAL EXPERIENCE**

**Client: WESTERN RESERVE Insurance WOOSTER – OH**

**Employer: Thomas Consulting Services – UT OCT 2016 – current**

**Western Reserve** **Insurance** The Western Reserve Group offers a comprehensive and competitively priced portfolio of personal, farm, and commercial insurance products such as General Liability, Commercial Umbrella, Workers Compensation, Business Owners Policy, Employers Practices, Inland Marine, Commercial and Personal Auto. Western Reserve group conducts business in Ohio and Indiana states.

**Environment: Guidewire 8.05,** Balsamiq, CA-Rally, SQL Server 2012, Angular JS, CSS, MS-Visio

PROJECT-1: **GUIDEWIRE POLICY CENTER** ROLE: Business Analyst PROJECT-2: GUIDEWIRE **Agent and Billing Portal** ROLE: Business Analyst

* Worked on Businessowners Policy product, which is part of **Commercial Property** and **Casualty** LOB; covers business premises from injuries and crimes against the business and property insurance covers losses to the insured’s land, building and/or belongings.
* Participated in inception meetings and captured the requirements
* Analyzed and Detailed the Business Rules & Business Requirements in User Stories
* Created UI-Mockups, Context Diagrams, Process Models and Story Mapping
* Performed Gap Analysis
* Created Mapping documents for PC & BC Integration Stories
* Gave demos to Business Team after the User Story is implemented and Tested
* Integration with **Transactis** for Electronic Funds Transfer (EFT) with **5th/3rd Bank**
* Assisted the Project Manager grooming all the high priority stories and to make ready for upcoming Sprint Planning sessions and also on BA/QA process improvement
* Identified Operational Risks and escalated to project manager
* Used different techniques such as JAD sessions, Interviews, Workshops
* As the Policy Center project is going live in March’ 2018, I am assigned to Policy Center Datawarehouse project; during this assignment….;
* my responsibilities include, to analyze legacy database structure and compare with Guidewire DB structure,
* prepare gap analysis documents which helped to create mapping documents for sub-systems such as 'Contact Manager (Addresses)', 'Policy Lines & Coverages', 'Policy Renewals, 'Underwriting and Loss systems', 'User Groups & Roles'

**Client: State Compensation Insurance Fund pleasanton - ca**

**Employer: Quinnox INC – chicago - il JuL 2015 – SEP 2016**

**State Compensation Insurance** Fund provides fairly priced **workers’ compensation** insurance and offers diverse and comprehensive products & services that provide a strong and stable option for employers and injured employees with fast, reliable claims service, medical and indemnity benefits.

PROJECT-1: GUIDEWIRE BILLING CENTER ROLE: Business Analyst

PROJECT-2: POLICY ADMINISTRATION SYSTEM (PAS) ROLE: Business Analyst

* Experience in creating Use Case Diagram, Class Diagram, Sequence Diagram and more for easier representation of the subject matter
* Categorized all the captured requirements for writing Functional Specification Documents and User Requirement Specification (URS)
* Analyzed Business Requirements and segregated them into high level and low level Use Cases, Activity Diagrams / State Chart Diagrams.
* Understand the ‘as is’ (current) system and develop ‘to be’ (future) system using Visio and also prepare the System Process Maps.
* Used MS Visio for Process modeling and Business Process flow diagrams.
* Got appreciation award for my organization and facilitation skills
* Very confident in building working relationships with key project stakeholders throughout all SDLC phases to ensure timely delivery of specified business solutions.
* Held review meetings to monitor progress of the project as per schedule, and ensured timely completion and delivery of the project to the client
* Ensured that all the artifacts are in compliance with corporate Policies and guidelines.
* Work along with the Business Users in User Acceptance Testing (UAT) of the application.
* Work with the QA team in developing and documenting test cases, and prepare for UAT
* Created help documentation and user manuals in accordance to the guidelines.

**Environment: Guidewire 8.0,** Visio, **TFS**, HP-ALM, Oracle DB, SQL Server 2012, SOA, Dot.Net, Java

**Client: ipayment inc – westlake village - ca JAN 2015 – june 2015**

**employer: 3KEY Consulting los angeles - ca**

**PROJECT: Risk Management ROLE: Business Analyst**

IPayment Inc provides low cost superior credit and debit card rating services and products for business firms and Merchants of all sizes and types.

* Involved in Business Process Management, Documentation, External and Internal Communications, Governance Processes, Program Issues and Risk, Risk Mitigation, Audit and Change Requests.
* Analyzed the workflows and business process of Merchant Core Services, Risk Management, Underwriting, Agent Management, Account Changes, Settlements, Residuals, Chargebacks, Electronic Funds Transfers, Claims Management and Billing Modules
* Prepared Requirements Traceability Matrix and Test Coverage Matrix
* Involved in End-to-End and Stabilization Phase Defect Triage Meetings
* Followed Agile-Scrum methodology and used Atlassian - **Jira** tool for sprint management

**Environment: JIRA**, UFT, SQL Server 2012, Mind Map, Dot.Net, CSS, Web Forms, Terelik – Fiddler

**Client: Citizens INSURANCE Corp - tallahassee–fl JAN 2013-DEC 2014**

**employer: Moten tate inc Orlando - FL**

Project: CORE: **Guidewire Policy, Billing & Claims Center** - Business Analyst

Citizens Property Insurance Corporation serves Florida residents and business firms with **Property & Casualty** insurance for Commercial, Coastal and Personal Lines products.

**Responsibilities**:

* Captured requirements for Builders Risk, Flood, Earthquake, Windstorm &/or Hail, Sinkhole , Windstorm, Mobile Homeowners.
* Analyzed and documented requirements on New Submissions, Policy Changes, Policy Cancelations, Renewals, Rewrites and Out-Of-Sequence Endorsements, Pre-emptions.
* Performed analysis on PC / BC / CC suite level integration user stories Billing System, PAS – Policy Administration System, Virtual Data Transport to Central Data Warehouse
* Performed analysis on Claims Center user stories such as: FNOL Loss Details, Workplan / Activities, Financial, Exposures, Reserves, Payment Worksheet, Checks, Recoveries, Bulk Invoice processing, Aging Claims, Documents Storage and Document Production, Address Book - Contacts – Vendor Management, Litigation/Matters, Subrogation, Salvage – Statistics, Administration module Catastrophe, Roles
* Performed Tests after coding is done on Billing Center external Integration Points such as: Aperta/Lockbox – Payment Processing, HP– Account Payable, Document Production (Thunderhead), Document Repository (Alfresco), General Ledger (Pro-Finance), Escheats (Tracker), Check Printing Power-to-Pay, Positive Pay, Clear Check, Agency Commissions, NACHA–EFT–Electronic Funds Transfer
* Performed Tests on Claim Center Integration Points such as: ISO, XActimate, Metro, IVR, Thunderhead, Check Printing – Power-2-Pay and Positive Pay
* Performed functional tests on Billing Center stories; Charges, Delinquencies, Disbursements, Funds Tracking, Activities, Trouble Tickets

**Environment:** Guidewire 7.0, HP-ALM/QC, SOAP-UI, RallyDev, SQL Server, SSIS, Cognos.

**Client: FORDMOTORS Dearborn–MI JUN 2012–JAN 2013**

**employer: Millennium Software Inc SouthFIELD - MI**

BA/QA Lead Project: Warranties & Claims Processing

At Ford Motors I worked on a project division which deals with extended service warranties such as PremiumCare, ExtraCare, BaseCare, PowertrainCare and also Maintenance plans like DentCare, EtchCare, TireCare, TripleCare through their dealer network. Dealer’s website portals are interfaced to Ford Motors Central IT System through Oracle – OSB technology. Ford implemented **Business Process Management** (**PEGA**) methodology to manage their Document Management Services, Processes and Workflows.

**Responsibilities**:

* Performed comprehensive analysis to discover and identify processes that can be created or optimized to meet business requirements or improve performance. Specifications for a design solution are derived from this analysis.
* Served as a liaison across different business units inside IT and among business partner areas
* Assessed testing requirements and estimated test cycle durations assisting the QA Manager
* Based on business requirements and TDDs helped QA team to identify test cases and scenarios to test integrations between dealer network and ford software systems using SOAP-UI tool
* Interacted with Business Product Owner(s) to capture the requirements, analyze them and break them down into test scenarios and test cases
* Performed testing on Claims documents archival based on indexing.

**Environment:** CA-AgileVision, SQL Server, SOAP-UI, Documentum, **Pega**, JIRA

**Self Employed between JuL2011–MAY 2012**

* Travelled India for family emergency.
* Self-Employed as **QA Trainer** and QA consultant in India for eight months.

**Client: JP MORGAN CHASE - DALLAS – TX Jul 2010–Jun 2011**

**employer: IBM – Corporation endicott - ny**

**SIT Engineer / Offshore Lead Coordinator**

**Project-1: Private Banking** offers personalized services and solutions to high net worth individuals (**HNWI**) in investment management, custodial and brokerage services, hedge funds, trust, and real estate (Wealth Management)

**Project-2: Views Portfolio Reporting** (VPR) is a reporting platform that empowers clients with a single point of access for information reporting, inquiries, investment and transaction services across various banking business products like ‘Online Trading’, 'Custody', 'Fund Accounting' and 'Private Banking'. VPR application is built with Dot Net, Java technologies.

* Act as a single point of contact between development and offshore testers for iterations, testing and deployment activities. Interacted with end users to determine requirements for data, reports, metadata and performance.
* Determined test scope for each QA tester and estimated their tasks
* Tested Full and Incremental / Delta Loads.
* Used Autosys Job control system for scheduling, monitoring and reporting batch jobs
* Processed (loaded) Data from warehouse system to Message Queue tool Webview.
* Verified mappings in the transformations and validated data in target system.
* Used Putty tool to connect to Unix server and executed Unix commands to archive/restore/delete the messages on Message queue tool.
* Good experience in Designing, Development and Testing of Universes, Classes and objects which suits the Standard, Analytical and Ad-hoc reporting requirements of the Business users.
* Detected cardinalities, loops, and checked the Integrity of Universes.
* Performed data profiling at source and data auditing at target.
* Tested Income and Expense reports for higher level management using Cross tab and Chart Reports. Performed Unit Tests once the reports are generated.
* Tested drill down reports based on Department by Account, by Employee and Invoice.
* Created work breakdown structure (WBS) assigned the tasks to the offshore QA team members.

**Environment:** Datastage 7.5, Oracle 10g/9i, TOAD, PL/SQL Developer 7.1, Rumba – Mainframe 3270, Cognos CRN, Autosys, QTP, Quality Center 9.2, Dot Net, Java, Putty

**Client: Verizon – Irving – TX MAY2009–JUN 2010**

**employer: Infovision – Plano – TX**

**QA Tester (Business Intelligence)**

* Involved in full life cycle of Business Objects reporting integration to SAP MM
* Analyzed the requirements, data layout, source layout, target layout (size, retention period) and proposed schedule (load window timings) for the process flow
* Assisted in updating the logical model with all related entities, attributes and relationship with each entities based on the rules provided by the business manager using Erwin 4.0.
* Performed testing on Material Master, Vendor Master, Purchase Orders, Purchase Requisitions, InfoRecords, Goods Receipts and Goods Issue, Contracting and Invoice configurations.
* Performed ETL testing using Informatica ETL Tool then performed database testing for data integrity. Tested Universes, and Hierarchies for Multidimensional Analysis.
* Created and set up Universes for each reporting group.
* Tested Complex Reports by using functionalities like Slice and Dice, Drill Down, Master Detail, etc., tested Hierarchies to support drilldown reports, which allows the users to analyze the data.
* Tested graphical representation of reports such as Bar charts, Line Charts.
* Tested Web Intelligence documents describing Market Share by Product and Manufacturer, Terminal Sales, Wireless Equipment Sales and Subscriber Growth for the CI Team
* Created and deployed WEBI Reports through Info View
* Tested scheduling Daily, Weekly, Monthly and Quarterly Reports using Broadcast Agent Server. Implemented Security for the End Users based on groups and permissions

**Env:** SAP-MM, Informatica, SAP Business Objects, BOXI Rel2, Oracle 9i, SQL Server 2005, Erwin.

**XL-Softek Inc – sOMERSET – NJ JUL2006–MAR 2009**

* Worked on multiple in-house projects.
* Captured project requirements and estimated Budgets
* Involved in Project Schedule Planning, Resource Planning to get that work done at offshore
* Monitored the offshore activities
* Acquired knowledge on EDI 850 Purchase Order transaction set, EDI 855 PO Acknowledgement EDI 856 Shipping Notice, EDI 810 Invoice.

**Move.com – Homestore Inc – Westlake Village– CA OCT2005–JUN 2006**

Worked as **QA Engineer at** Move, Inc., the leader in online real estate, is the essential resource for consumers seeking the information and connections they need before, during and after a move.

Online Visitors to Move's Web sites, including Move.com and REALTOR.com, have access to the most comprehensive selection of existing homes for sale, new homes, apartments for rent and senior housing.

* Tested Earned Revenues, Written Revenues and Average Revenues Reports based on Time using Business Objects functionalities like queries, slice and dice, drill down, cross tab, master detail reports, formulas, etc.

**Environment:** Oracle 8i/9i, ASP, Crystal Reports, TOAD, Autosys, Test Director, Windows 2000.

**Vaishno Academy (Media & Film Production) – India nov 2003–JUL 2005**

Worked as **Systems Analyst at** Vaishno Academy. Vaishno Academy is one of the fastest growing movie production companies in Southern India. Vaishno produced more than a dozen feature films.

* I was involved in Pre-Production, Production, Post-Production phases and departments.
* Monitored and reported the trends from Film & TV Media based Internet content.
* Analyzed gaps and submitted the GAP analysis document and provided solutions
* Introduced I.T. systems into film making process and was in-charge of QA department.

**Kaiser Permanente – Pasadena – CA oct2000–jun 2003**

**Worked as EDI Test Engineer on Project-1: IDXRad suite implementation**

**Project-2: EPIC Billing Project-3: HealthConnect**

Kaiser Permanente implemented IDXrad for its radiology information system solution with Scheduling, Tracking and Billing functionalities in hospitals. RIS and clinical information system interfaces with other existing Kaiser’s software applications to get ready as 'KP HealthConnect'.

* Captured, Analyzed and Maintained paper based clinical data from Legacy Claims System which is later replaced with **EPIC**s Billing & Claims solution in 2004
* Performed testing on Claims and **EPIC Billing** (Payment Processing) applications
* Analyzed GAPs for Claims and Billing Processing with **Medicare** and **Medicaid (MMIS)**
* Performed integration testing with **Medicare** and **Medicaid**
* Tested Patients Personal Info and Demographics with respect to the Claims submitted electronically and through paper; Tested Claims adjudication process
* Validated ICD-9 and CPT codes against the Claim Charges entered
* Tested Electronic Payments & Check Deposits and Balance Transfers posted to Accounts
* Performed event message testing and validating EDI – Electronic Data Interchange
* Knowledge of business rules of Healthcare EDI transaction types such as 270, 276, , 834, 837
* Tested medical records scanning and filing them into the repository based on indexing
* Tested Diagnosis reports, Claims / Revenue Analysis / Billing and Collections / for EMR systems
* Supported the production implementation of IDXrad application in various Kaiser hospitals
* Trained end users such as nurses, radiologist, transcriptionists, schedulers and file clerks

**Environment: IDXRad,** Oracle 8i, Seagate Crystal Report 8.0, MMIS, Mainframe.