***Balaji Manoharan***

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| **Roles:**   * Development Engineer * Technical Test Lead * QA Lead * Test Analyst * Test Engineer   **Tools/Methods:**   * IBM ODM Rule Engine * Selenium * Cucumber * TestNG * JMeter * Rally * Quality Center * Application Lifecycle Management(**ALM**) * Quick Test Pro * SOAPUI * MS office * Rational Clear Quest * SQL Developer * Agile Methodology * Waterfall Model   **Industry Application:**   * Health Care * Banking   **Education:**    **Master’s Degree**: Masters in Information Technology.  **Contacts**  Email: [Baredh821@gmail.com](mailto:Baredh821@gmail.com)  Phone: 5512214011  . | **Experience Summary**   * Over **12 years** experience in Software Quality Assurance field * Having strong experience in **WebServices Rules Development**, manual, **automation testing** and managing the QA resources * Expertise in project management skills by handling all meetings, data analysis, documentation and business reports. Managed offshore team members and represented QA team to provide status reports and running defect triage calls * Diversified exposure in manual testing of **Client/Server** & **Web-based applications** with focus on System Analysis and Quality Assurance. * Experience in Quality Assurance process through test plan sign off, pre-beta testing, setting up the process to resolve and track issues, creating **deficiency reports**, summary of test results and final results sign off. * Expertise in creating Project Plan, Master test plan and system test plan * Expertise in writing rules using **IBM ODM rule engine used to develop webservices**. * Created **Data Driven Automation Framework** Using **READYAPI** and **SQL Server** * Having extensive experience in automating the applications and building a framework using testing tools like **Quick Test Professional (QTP), Selenium (Java)/Cucumber**, **TestNG**,**JMeter**, **Ready API (SOAP UI), Test Complete, Quality Center and QA Complete, .** * Created **Data Driven Automation Framework** Using **READYAPI/SQL Server**. * Expertise in scripting using **Groovy**, creating **assertions** and adding **reporting plug-ins** in **SOAP UI** tool * Knowledge with basic **Mainframe and UNIX** commands. * Strong Service orientation combined with experience in playing a vital business analyst role in conducting **User Acceptance Test** **(UAT)** procedures; Participated in **UAT Test Strategy** and designed **UAT Test Plans** managing **UAT Defect reporting**. * Strong hands-on experience and conceptual understanding of Software Development Life Cycle (**SDLC)** models like **Waterfall**, **Agile** and Software Testing Life Cycles **(STLC)**. * Possess strong documentation skills in creating **Test Cases, Defect Reports** and **Test completion reports**. |

**Development Engineer/Technical Test Lead**

***Client: United Health Group* Jan 2015 - Present**

**Environments**: **IBM ODM Decision Center(Rule Engine)**, **SOAPUI,** **SQL, Web Application, ALM, Rally.**

**Project** - **Integrated eligibility** (IE) refers to a system that will be able to handle eligibility for multiple related or unrelated programs. In order to support an IE product, a baseline minimum of the federally mandated Medicaid eligibility rules need to be implemented in the IBM ODM rules engine

* Responsible for developing web services using IBM ODM decision center
* Responsible for Unit testing the rules created.
* Responsible for fixing the defects raised.
* Created Test Scenarios based on business requirements and Functional Requirements
* Created **Data Driven Automation Framework** Using **READYAPI** and **SQL Server** for webservices testing
* Involved in testing the web application manually and setting up test data.
* Prepared **Test Plan** including testing scope, timelines, risks, mitigation plans, and UAT and review schedules.
* Involved in Automation Test Script generation and maintenance using **Java Selenium/Cucumber**
* Responsible for Creating Test cases and Test Scripts using **SOAPUI/READYAPI.**
* Responsible for Creating **Assertions** and **Groovy scripts** to automate the test cases and Scripts created.
* Responsible for Creating **Report plugin** in SOAPUI to use it for reporting purpose.
* 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 **ALM.**
* Leading an offshore team of 8 members for various projects from onsite
* 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.
* Coordinated schedules for performance and feedback on-site
* Executed smoke Testing, End to End testing with three different environments like BPM, Titan and Web QA.
* Drove the **User Acceptance Testing** phase working closely with the Client ensuring satisfactory outcomes.
* Highly involved in conditioning the safety of information application in **UAT environment.**
* Designed the metrics for Positive testing, Negative testing, and Acceptance criteria in the **UAT**.
* Assessed the risk and designed the mitigation plan for the UAT.
* Monitor issues and treat escalations to positive outcome..

***Project – Connected community Platform (CCP)***

The Connected community Platform (CCP) myData Connection dashboard is a total enterprise within the cloud for states of AZ and MI - that includes clinical, community and federally funded social welfare benefits systems. This will allow better organization of disparate systems that are duplicative, fragmented and inefficient.

MyData Connection dashboard will be available for United Healthcare Community and State business to service the Medicaid population with below function using the relevant tools/applications

- Case Management – “Altruista” (External application)

- Community Resource Finder (CRF) – “Healthify” (External application)

- Verification and Transportation system – “HealthStar” (External application)

- Viewing Community Resources video – Community Resource Television (CRTV) – “INXPO” (External application)

- Live and work well website

* Analyzing the requirements received and co-ordinate with the offshore team for the requirements walkthrough and Clarifications.
* Preparation of Test Plan & RTM.
* Test Cases Preparation based on the requirements
* Test Data setup and configuration
* Test Case Execution and Job Run. Test Screenshot documentation and Test Results validation with the business.
* Raising defects found if any and tracking to closure.
* Test Summary Report creation.
* Status reporting to the project lead

***Project – Health Exchange***

* Worked as Business System Analyst in multi-release Exchange program to integrate Exchange mandates for Essential Health Benefits (EHB) into Claims System, provided Claims SME support to incorporate State Mandate Rules in multiple claims processing systems, performed System Analysis and conducted JAD sessions to build new policy and claim processing rules within Claims domain.
* Documented the Business requirement for Small Business Health Option (SHOP) are implemented in different releases and worked on enrollment 834 transactions
* Performed Business System Analyst role in enhancing the Claims System to support new International Classification of Diseases 10th Revision (ICD10) standards, performing key role to analyze existing systems and identify and document impacts to various application areas, served as central contact point between applications, Business team and QA team to track, co-ordinate and execute end-to-end validation across multiple applications.
* Working on projects which deals with increasing the Claims Auto Adjudication gain by continuous system improvements thereby reducing and saving on the processor costs.
* Worked on requirement gathering for Narrow Network Program to support the Customer Specific 4 tiered benefit structure and Customer specific Procedure level steerage.
* Provided Claims SME support for implementing Auto Adjudication projects within systems which involves multiple domains - Claims, Policy, and Provider.
* Outside of Business Analyst responsibilities, worked on developing various tools to improve productivity in test execution for QA team, which also provided faster debugging capabilities during defect reporting.

**Senior QA Lead**

***Client State Street Corp* May 2012 - Dec 2014**

**Environments**: Web Application, Oracle, Microsoft Office Products. JIRA-Defect Tracking and State Street Applications

**Project – Fenergo:** State Street Global Markets has entered into an engagement with Fenergo, a third party software vendor, to implement their Client On boarding & Lifecycle tool onto State Street’s platform to be used as a client and counterparty data management solution providing centralized on boarding functionality. The Client On boarding & Lifecycle tool will also allow SSGM to remain compliant with the ever-changing regulatory landscape as it relates to conducting business with SSGM clients, which includes but is not limited to, Dodd Frank, FATCA, MiFID, EMIR, Basel, etc.

* Analyzing the requirements received from the SME's
* Setting up Meetings with the Clients and the Business team to close the requirement gaps and Clarification.
* Coordinating with the Development team to ensure the Data movement into the QA Environment according to the Timeline.
* Created packages such as AutoFixture, Fluent Assertions using .Net framework
* Assisted dev team in writing unit test scripts using C# language
* Coordination with BSAs, SMEs for requirement clarifications. Co-ordination with the SME's to close the requirement gaps.
* Test Planning (System Test Plan and Master Test Plan), Risk Identification and Effort Estimation.
* Identification of scenario's based on the BRD.
* Test Cases Preparation based on the requirements
* Co-ordinating with the entire test leads in Onshore and provide the Weekly Status Report to the Client Managers and Senior Project Managers.
* Co-Ordinating with the offshore Team-(china) and also providing Knowledge transfer to the Team.
* Coordinating with the Vendor for Clarification on the Applications.
* Test Case Execution & Review of deliverables.
* Raising defects found if any and tracking to closure.
* Setting up Defect Triage meetings to close the defects.
* Preparing weekly JIRA-Defect list reports and sending it to different teams.
* Preparing weekly status report.
* Maintained a track of Extra view as Daily Standup meetings to discuss the priority with all Mangers of the project.

**Project – Dodd Frank Integration**

* Execution of **manual test plans** to ensure the delivery of quality software products.
* Clarified requirements, writing or modifying test cases, logging test results.
* Provided feedback to engineers and **reporting on testing progress**.
* 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 Dodd Frank transactions.
* 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.
* Coordinated schedules for performance and feedback on-site
* Executed smoke Testing, End to End testing with three different environments like BPM, Titan and Web QA.
* Drove the **User Acceptance Testing** phase working closely with the Client ensuring satisfactory outcomes.
* Highly involved in conditioning the safety of information application in **UAT environment.**
* Designed the metrics for Positive testing, Negative testing, and Acceptance criteria in the **UAT**.
* Assessed the risk and designed the mitigation plan for the 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.
* Maintained a track of Extra view as Daily Standup meetings to discuss the priority with all Mangers of the project.

**Test Analyst, Technical Test Lead and BA**

**Client BCBS(MN) – Capgemini India Mar 2008-Apr 2012**

Claims module is the back bone of the US Health Care industry. Worked on major projects like HIPAA 5010, major enhancements, change requests and many Health Care mandates of USA

* Involved in testing High and critical functionalities.
* Concentrated and involved more in **System Integration testing**.
* Designed and **developed test cases, reviewing the test cases, reported defects and tracks the same to closure**.
* Coordinated developers, testers and other individuals involved in the project to resolve the identified issues.
* Leading team members from Offshore and Onsite
* Part of the development team for a period of time and developed application using C# (.Net Framework)
* Creating unit test scripts and fixing defects
* Creating automation test scripts using QTP and Mercury Quality Center (QC), Designing automation framework (Data-driven and Hybrid framework), Creation of object repositories
* Created a small dot net application to generate a VB script lines. This helped the team and client to create an automation scripting lines without VB scripting knowledge.
* 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.
* Writing sql queries for Data Analysis and updating data in the database using SQL statements
* Helping business team for their data analysis. Fetching the right data from database using SQL queries
* Coordinated schedules for performance and feedback on-site
* Executed smoke Testing, End to End testing with three different environments like BPM, Titan and Web QA.
* Played a BA role and prepared Business requirement document (BRD), Techinical requirement document (TRD) and document of understanding (DOU)
* Preparation of UAT test cases and Test Data in the UAT region. Drove the **User Acceptance Testing** phase working closely with the Client ensuring satisfactory outcomes.
* Scheduling defect triage calls and act as a bridge between QA and Development team
* Analyzing the project deadlines and preparing risk and mitigation document
* Maintained a track of Extra view as Daily Standup meetings to discuss the priority with all Mangers of the project.

***Client: Molina Healthcare - Capgemini* May 2005 - Dec 2008**

**Environment:** MS–Office, Mercury Quality Center

* Execution of **manual test plans** to ensure the delivery of quality software products.
* Clarified requirements, writing or modifying test cases, logging test results.
* Provided feedback to engineers and **reporting on testing progress**.
* 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 EDI transactions
* Analyzed Business Requirements and technical specifications for creating and implementing a test approach with effective test strategies.
* Playing a role of Lead Developer Testing in both QA and Development environment.
* Daily meetings with Onsite, Daily & Weekly status reporting, Monthly Dashboard update
* Executed smoke Testing, End to End testing with three different environments like BPM, Titan and Web QA.
* Drove the **User Acceptance Testing** phase working closely with the Client ensuring satisfactory outcomes.
* Highly involved in conditioning the safety of information application in **UAT environment.**
* Designed the metrics for Positive testing, Negative testing, and Acceptance criteria in the **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.
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