**Roberta K. Landry**

**12 Doris Street, Unionville, Connecticut 06085**

**860-673-0305,** [**rkllandry@yahoo.com**](mailto:rkllandry@yahoo.com)

**Medical Billing and Coder**

**OBJECTIVE :** To acquire a career as a Professional Biller and Coder in an Internal Medicine environment.

**SUMMARY:** Experience in technical environments with a high level of integrity, extreme attention to detail with outstanding customer service skills, while maintaining a positive and productive work environment. Excellent relationship builder and committed to knowledge sharing, and promoting of team-based organizational environments.

**ACCOMPLISHMENTS:**

* Minimized the hiring of additional staff by cutting cost up to 50%, by working as an independent consultant while traveling to various companies to work on over loads of multiple projects.
* Successfully self taught software testing tools (Mercury Quality Center, Mercury Test Director and Win Runner, and Quick Test Professional) which includes: Microsoft Office Suite and Medisoft 16.
* Learned various Web-based and Mainframe applications and systems.
* Successfully trained and mentored lesser experienced employees.

**Education/Training**

**Sanford – Brown College - Farmington, Connecticut August 2010 to present**

**Medical Billing and Coding**

* 40 – Classroom hours of Medical Terminology
* 160 – Hours of Anatomy and Physiology
* 40 – Hours of HIPPA, Medical Law and Ethics
* 240 – Hours of ICD-9 and CPT-4, HCPCS
* 80 – Hours of Health Information Technology, Insurance, and Billing
* 180 - Hours of Externship
* CPC Exam – Summer of 2001

**Briarwood College – Southington, Connecticut September 1999**

**Criminal Law**

**Capital Community College – Hartford, Connecticut** **September 1994**

**Liberal Arts**

**GED – Hartford, Connecticut June 1984**

**Professional Experience**

**Mass Mutual, Springfield, MA Business Analyst**

**Retirement Services - (04/2009 – 08/2009)**

* Met with Business community and Developer to gather Business Requirements. Products included: Retirement Plans, various Funds and Annuities.
* Created Business Requirements while utilizing Mercury Quality Center (MQC).
* Organized and conducted Requirements, Test Scenario and Test Plan walkthroughs ensuring that the System Development Life Cycle processes were met in order to obtain sign offs from the Business Community, Project Manager and Developer.

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* Created detailed Test Plan documents for a Web-based Annuity application, (dates, timeframes, test assignments, output and batch validation) documents for a WEB based Annuities application.)
* Attended daily and actively participated in triage meeting.
* Extracted Annuities test data from Business Requirements and Use Cases to develop Excel data driven spreadsheets via Quick Test Professional 9.2 (QTP).
* Executed data driven spreadsheets for User Acceptance, QA, Regression and Production.
* Researched and Debugged (QTP) script failures and re-executed test conditions.
* Validated data test results via Batch Cycle execution, Data Tables, Data Dictionaries and Business Requirements.
* Reported detailed defects while using Quality Center.
* Mentored less experienced Business Analysts.

**The Hartford, Hartford, CT Production Support Business Analyst**

**Heritage Holdings - (10/2008 – 12/2008)**

* Conducted meetings with the Business Community to gather and implement Business Requirements.
* HP Quality Center usage for defect tracking and maintenance and requirements gathering.
* Supported Web testing for the build and production of the (.Net Strategic HartRe Automated Reinsurance Process (SHARP) project and the .Net Assumed Claim Diary).
* Enabled the continuance of existing levels of functionality to specifications by successfully executing regression test plans and by creating/modifying test plans for production fixes and enhancements for domestic and international claims.
* Utilized Production Support Sharepoint Site for viewing of Production Release and Emergency Production Release notices.

**ING, Windsor, CT Business Analyst**

**Deferred Compensation**

**(12/2007 - 08/2008) & (06/2005 - 07/2007)**

* Organized and met with internal Business Customers and Developers to gather requirements for various financial products and services for individuals and businesses. Products and services included: Life Insurance, Annuities, Mutual Funds, Retirement Plans and Employee Benefits.
* Ensured timely delivery of all enhancements and User Interface design needs for application enhancements, fixes and upgrades were met.
* Performed analysis and translated business needs to create Business Requirements, Test Strategies, Prospectus Charters, Audit Check Lists, and Use Cases utilizing Summit Methodology.
* Actively worked with Business Customers to provide troubleshooting solutions for post Production releases.
* Managed defect logs (opened, retest, fixed and closing).
* Performed thorough full detailed Quality Assurance manual testing, full regression testing and production release checkouts.

**The Hartford, Hartford, CT Hartemp Disaster Recovery Plan Writer**

**(07/2007 – 12/2007)**

* Collaborated with cross-functional stakeholders, ensuring all steps are incorporated in the event of a disaster which included (server backups, server restarts, server connections, contacts for management, on-call analysts, testers, developers, architects, generators, phone lines, and the setting up of the emergency triage station).

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* Proactive in final Disaster Recovery Plan walkthrough to secure final management approval for the completed project.
* Authored complete plans within Living Disaster Recovery Planning System (LDRPS), gathering and assessing all documentation and information.
* Incorporated ongoing updates in the Disaster Recovery Plan.

**Hartford Life, Windsor, CT Senior Business Analyst Lead**

**(04/2004 – 06/2005)**

* Created Test Plan document for OMNI Business Objects Reports data validation, ensuring that all System Development Life Cycle processes were met.
* Created a new General Ledger User Manual and conducted Training sessions for less experienced internal Customers.
* Created Business Object Report Validation manual.
* Drove the testing effort for a General Ledger Application of enhancements and User Interface designs within stringent timeframes.
* Served as Lead Business Analyst in the oversight of testing, reporting testing defects, status reports, and all technical issues.
* Coordinated with Business Community and Developers to align results with business needs all for: WEB, Client Server, utilizing TSO, TSO/ISPF, WSF (Writer Scanning Facility), CMS and Visual Basic.
* Managed defect logs (opened, retest, fixed and closing).
* Assisted with the validating of test data results and output.
* Managed and participated in the creating and modifying detailed regression test scenarios.
* Coordinated and participated with the testing effort and manipulate various codes for (OMNI/SBT and Banner Matrix). This code consisted of (OMNI529 Life Muni, OIMNIMF MF Corp SVMF, OMNIOFFS Life Muni Offs; OMNIPLUS FA Corp & Muni, OMNIPLUS Life Corp and Muni, SBT FA Corp & Muni, SBT Life Corp & Muni & SBT MF Corp SVMF), .NET General Ledger Mainframe system during tight timeframes.
* Managed and participated in the creating and modifying detailed regression test scenarios.