## PROFESSIONAL SUMMARY(AROUND 15 YEARS IN US HEALTHCARE and Life Science)

## ➢ 15+ years of extensively working expiernce on US Healthcare Payer, Provider and Pharma as Software Engineer/Quality Assurance/System Analyst/Project management while working for various US Healthcare Payer & Providers & Health Life Sciences.

## ➢ Proficient in Software Development Cycle (SDLC), STLC, application design, development, system Design and quality control methodologies such as Waterfall, Agile.

## ➢ Excellent problem solving, effective communication, sound decision making and leadership capabilities along with interpersonal skills to collaborate with Stakeholders.

## ➢ Designing and executing test plans, test scripts, tracking defects and getting them resolved to ensure that business requirements and functional specifications are tested and fulfilled

## ➢ Proven track record as Professional Scrum Master with Domain and Technical Skills to implement Agile framework in a healthcare project.

## ➢ Think strategically at executive level, implement change/process improvement, incorporate innovation and implement strategies throughout all levels of the organization.

## ➢ Deft in coordinating product development customization functions including requirement analysis, finalizing specifications, designing, prototype development & testing activities.

## ➢ Managed multiple projects in nature of Testing, Maintenance, Production Support and Migration.

## ➢Adept at working in high pressure environments with strict deadlines and multiple deliverables to implement best practices that consistently deliver outstanding results

## ➢ Strong Communication, Time & Project Management skills with good experience on leading diversified teams.

## ➢ Experienced in recruiting, leading and mentoring team members spread across the globe.

## ➢ Exceptional team leadership skills to effectively mentor, motivate and empower team members.

## DOMAIN AND TECHNICAL SKILLS

➢ Expertise in US Health Insurance to work in various Claims Management Systems and other WEB portals like Facets,TOPS, COSMOS, NDB, PEGA Customer Service,Member portals.

➢ Having very strong domain knowledge of US health Insurance plans like: HMO, PPO, POS,EPO, Indemnity plans, CDHP Plans – FSA, HRA, HSA, Medicare, Medicaid, COB and otherfunctionalities.

➢ Expertise in Health insurance claims like **837I, 837P, UB04, HICF-1500**.

➢ Having a sound business rules knowledge of **EDI transactions**, process and their implementations like **837,834,835, 276-277, 270-271, 835**.

➢ Primarily focused on domain areas like : Claims Pre processing – Post Processing, ClinicalEditing, Enrollments (through Exchanges, State or CMS), Benefits (Plans Configuration),Workflows rules, Billing and Pricing Contracts.

➢ Having a good overall knowledge of Facets to troubleshoot the application /claims, benefits, membership, providers , billing and more.

➢Worked in end to end implementation of **HIPAA 5010, CPT, HCPCS, CPT and ICD10 program**

➢ Having a very good understanding of data-models of **FACETS** like **Claims, Membership, Benefits, Providers, NetworX, Billing.**

➢ Having techno-functional experience and knowledge of Benefits, Group-Class-Plan, Subscriber /Family, Provider, Claims, Billing, Pricing in Facets

➢ Worked a major FACETS tables as **CLCL, CDML, CLHP, CLST, CSCS, CSPI, SBSB, MEME, MEPE** etc

➢ Worked on provider tables as PRAD, PRPR, NWNW, PRDS, PRER PRRF etc

➢ Having knowledge of Abinitio , Control M and Control Center, QueryIT.

➢ Performed testing for PBM (Pharmacy benefits manager) and Rx Claims on an AS400 box for Caremark and Medco.

➢ Knowledge of Revitas(Model N) modules as Flex Administration, Contract Manager, Validate, CARS & Medicaid rebates.

➢ Experience in testing API/Web Services Testing across RESTfull and SOAP.

➢ Worked in **ETL Testing** using Abinitio, unix, TOAD.

➢ Worked in **Salesforce Testing**

➢ Having working experience in Automations tools as SOAP UI, UFT, Selenium(Web Driver) etc.

➢ Having working experienced in developing , trouble shooting and customized High level test scenario/ test cases using HP ALM/Quality Center

## CURRENT PROJECT SUMMARY

**Blue Cross Blue sheild Association**, Plano, TX-USA May 2019 – till date

Role :QA Lead

**Project Name :**HEDIS & Care managment

**Project:**The HEDIS and Care Management FEP IMS Portfolio consists of delivering and supporting the Federal Employee Program Teams such as Business Operations, Member Care and Benefits.

**Environment/Tool :** MDH, DW, IDS, Data Lake, Abinitio, Unix, SQL Server, TOAD, Jira, ALM, Control M

**Responsibility :**

* Act as a Service Test Engineer for large/complex functional applications, advising staff with solutions to complex technical issues as they relate to the Test Engineering group.
* Involve in ETL testing using Abinitio, TOAD.
* Validate business transformations logic from S2T.
* Validate target tables loading from Stage file /table after applying a transformations.
* Analyze the Design and Process documents and prepare the Test Scenarios, Test Cases,Test Plan.
* Review test cases for System Testing, End to End testing. Preparing the Test logs.
* Use tools like HP Quality Centre/ALM, QueryIT, JIRA for Tracking test execution, and defect.
* Work on day to day issues and coordinate with development/Business team as necessary.
* Participate in the review and analysis of business requirements, functional specification and design documents to ensure testability, reporting of gaps/discrepancies
* Provide system and applications support to users including troubleshooting and issue resolution. Ensure fixes and changes are adequately tested

**Genentech Inc**, San Farancisco, CA-USA March 2018 – April 2019

**Role :** IT Lead

**Project Name :** SPCM Revitas 7.10

**Project:**Strategic Pricing & Contract Management (SPCM) lead end-to-end contract development, execution, management and compliance and ensure strategies, guidelines and contracts meet business needs. It manage discount, rebate, fee schedules, pricing and eligibility for all contracted customers.

**Environment/Tool :** Model N (Revitas), Flex, Unix, Sql server, Jira

**Responsibility :**

* Involves inRevitas(Model N) modules as Flex Administration, Contract Manager, Validate, CARS & Medicaid rebates in cloud environment.
* Work on day to day issues and coordinate with development/Business team as necessary.
* Participate in the review and analysis of business requirements, functional specification and design documents to ensure testability; reporting of gaps/discrepancies
* Provide system and applications support to users including troubleshooting and issue resolution. Ensure fixes and changes are adequately tested.
* Analyze the Design and Process documents and prepare the Test Scenarios, Test Cases,Test Plan.
* Review test cases for System Testing, End to End testing. Preparing the Test logs.
* Preprared and executed automation scripts and loged the Jira
* Use tools like HP Quality Centre/ALM, JIRA for Tracking test execution, and defect tracking.
* Coordinate with offshore team for assignment and daily update.
* Daily health checkup for service and share the update with management.

**Vizient INC,** El Segundo, CA-USA April 2017 – Feb 2018

**Role :** Quality Control Analyst

**Project Name :** Decision Support Solution (DSS)

**Project :** Decision Support Solution (DSS) integrates data from across the health care organization to understand total patient cost, including indirect costs, labor and non-labor costs. DSS also overlays what the payer pays and what the patient pays, in order to calculate profitability for a patient stay.DSS has five functional areas, which can work together or independently: Cost Accounting, Episodes of Care, Contracting, Budgeting and Analytics

**Environment/Tool :** Salesforce, Java, Sql developer, Jira

**Responsibility :**

* Act as a Service Test Engineer for large/complex functional applications, advising staff with solutions to complex technical issues as they relate to the Test Engineering group.
* Involved in functional testing for Salesforce application.
* Work on day to day issues and coordinate with development team as necessary.
* Participate in the review and analysis of business requirements, functional specification and design documents to ensure testability; reporting of gaps/discrepancies
* Collaborate in the definition and implementation of QA testing methodologies in all application Domain areas. Collaborate in the definition and gathering of testing metrics.
* Analyze the Design and Process documents and prepare the Test Scenarios, Test Cases,Test Plan.
* Review test cases for System Testing, End to End testing. Preparing the Test logs.
* Use tools like HP Quality Centre/ALM, JIRA for Tracking test execution, and defect tracking.
* Provide system and applications support to users including troubleshooting and issue resolution. Ensure fixes and changes are adequately tested

**Optum**, Basking Ridge NJ, USA Dec 2015 – March 2017

**Role :**Integration QA Lead

**Project Name :** ISL

**Project :**To successfully setup the ISL with multiple domain as Claims, Provider, Member elegibility, Benefits etc. Participate in the review and analysis of business requirements, functional specification and design documents to ensured testability; reporting of gaps/discrepancies

**Environment/Tool :** Java, SOAPUI, Rally, HP ALM/Quality Center

**Responsibility :**

* Involved in Web Services/API Testing using SOAP UI across RESTfull and SOAP.
* Installed, configured SOAP UI to test web services using WSDL and WADL file given by Development team.
* Collaborate in the definition and implementation of QA testing methodologies in all application Domain areas. Collaborate in the definition and gathering of testing metrics.
* Provide system and applications support to users including troubleshooting and issue resolution. Ensure fixes and changes are adequately tested
* Analyze the Design and Process documents and prepare the Test Scenarios, Test Cases,Test Plan.
* Developed an automatation framework using SOAP UI.
* Prepaired and developed automation screipts and logged the defect in HP ALM
* Review test cases for System Testing, End to End testing. Preparing the Test logs.
* Use tools like HP Quality Centre/ALM, JIRA for Tracking test execution, and defect tracking.
* Ensure alltesting artifacts are completed on time and in keeping with the quality standards and goals of the Quality Services organization

**Lumeris,** Saint Louis, USAJune2014 – Nov 2015

**Role :** Manager Testing

**Project Name :** Clinical Quality Assurance

**Project** : Lumeris provides a health system solution for both provider and payers in terms of clinical data integration, Utilization Optimization, Automated Reporting and Health plan operations. Prepared HEDIS measures high level scenario.

**Environment/Tool :** .Net , VB Script, SQL, UFT, Selenium (Web Driver), HP ALM/Quality Center, Jira

**Responsibility :**

* Requirement analysis and acquiring knowledge regarding the components proposed in the new workflow stack and how interfaces operate between the impacted applications.
* Analyze the Design and Process documents and prepare the Test Scenarios, Test Cases,Test Plan
* Review test cases for System Testing, End to End testing. Preparing the Test logs.
* Use tools like HP Quality Centre/ALM, JIRA for Tracking test execution, and defect tracking.
* Sharing regular feedback, scheduling deep dives to understand work and process improvements
* Work with the Product/Bussiness Owner to analyze and decompose the Product Backlog items
* Demonstrate the product at the end of each Sprint — during the Sprint Review
* Collaborate and share knowledge and experience among the Team, Product Owner, ScrumMaster and Stakeholders
* Facilitate Sprint Planning, Daily Scrums and Retrospectives if the ScrumMaster is not able to do so for any reason
* Report project status/issues to offshore and onshore leaders
* Attending and/or conducting calls with designers and application teams to track progress and for defect resolution.
* Co-ordinate the testing in PROD on Release Deployment weekends.
* Deliver and review all documentation with testers to ensure complete understanding of project goals and requirements.
* Worked as an Internal Auditor & involved in the closing of the NC’s. Assisted other projects in the unit during their external and internal Audit.
* Creation and monitoring of Program Risk Management Plan on regular basis.
* Developed Process Templates for Due Diligence of Applications, E2E Execution and Dashboards to monitor the program status.
* Preparation of Program management metrics for Senior management review
* Formulated cross functional quality circle and given various suggestions & implemented them in day-to-day smooth running of the organization.
* Established clear ownership for project tasks, ensured that team members have the tools needed, and provided timely feedback.
* Shared the lessons learned and best practices across programs, building relationships with stakeholders and brokering relationships at all levels.
* Understanding overall operations for new projects or improvement of existing projects with thrust on reducing product cost. Coordinating project development customization functions including requirement analysis, finalizing specifications, designing, prototype development & testing activities.
* Responsible to motivate the team to deliver the projects on time every time, improve productivity, focus on innovation along with focusing growth in business.
* A strategic planner with expertise in managing projects, streamlining processes/ procedures to facilitate smooth process operations & enhancing overall profitability.

**UnitedHealth Group(Optum),** Gurgaon IndiaNov2006 – May 2014

**Role :** Lead System Analyst

**Project Name :** ICD10 Compliance – TOPS/CH/UFE/B2B/Claim Highway

**Project :** Claim Processing application under HealthCare Benefits Insurance - LOB. The application deals with pre-adjudication, adjudication and post adjudication services involving policy/plan benefits, pre - authorization, Referral, credential , fraud, duplicates checking, deductibles, COINS, COPAY, calculation, Capitation Fee, Patient Advocate Review System (PARS) - the utilization and mgmt component, COB Claims, 835 claims EOB, Health Statements business logics. End to End cross applications (TOPS, COMET, CH, B2B, UFE, FACETs, Claim Highway) testing for ICD10 Compliance and HIPPA 4010 to 5010 conversion.

**Environment/Tool :** Mainframes- CICS Online, DB2, File Aid, FAMVS, HP ALM/Quality Center

**Responsibility :**

* Coordinating multiple cross applications (TOPS, COMET, CH, B2B, UFE, FACETs, Claim Highway) ICD10 project at a time.
* Worked a liaison between Business and IT for the FACETS solutions related to Claims, Membership, Benefits and Pricing.
* Working knwledge in medical , Dental claims using various ICD10 , HCPCS, CPT and NDC codes.
* Involved in troubleshoot the issues based on technical environment and technology – Trizetto FACETS
* Worked on data-models of FACETS like Claims, Membership, Benefits, Providers, Billing.
* Worked a major tables as CLCL, CDML, CLHP, CLST, CSCS, CSPI, SBSB, MEME, MEPE etc
* Worked on provider tables as PRAD, PRPR, NWNW, PRDS, PRER PRRF etc
* Assistance to onshore counterpart in Resource planning, Assignments, Defect Resolution and Reporting
* Sharing regular feedback, scheduling deep dives to understand work and process improvements
* Demonstrate the product at the end of each Sprint — during the Sprint Review
* Report project status/issues to offshore and onshore leaders
* Requirement analysis and acquiring knowledge regarding the components proposed in the new workflow stack and how interfaces operate between the impacted applications.
* Analyze the Design and Process documents and prepare the Test Scenarios and Test Cases.
* Review test cases for System Testing, End to End testing. Preparing the Test logs.
* Executed automation script using UFT.
* Use tools like HP Quality Centre/ALM, Jira for Tracking test execution, and defect tracking.
* Co-ordinate the testing in PROD on Release Deployment weekends.
* Implement various optimization techniques.
* Deliver and review all documentation with testers to ensure complete understanding of project goals and requirements.

**Helios Infosoft Pvt. Ltd,** Noida IndiaJune 2004 – Oct 2006

**Role :** Test Engainer

**Project Name :** ERP (Web based System)

**Project :**Helios developed web base ERP system and deployed for various clients in India. It’s a GUI Testing and I have been involved in testing of this application.

**Environment/Tool :** ASP, SQL Server2000

**Responsibility :**GUI Testing and I have been involved in testing of this application.

Testing the functionality of all applications. Develop and execute test plans, test scenarios, test cases and review of test case, update test cases whenever new functionality gets added/changed., bug reporting black box testing, regression testing & system testing.

## Education & Experience

Master of Computer Applications (UP Technical University, Lucknow) – 2004

## CERTIFICATIONS

➢ AHM-250, (Academy of HealthCare Management - US HealthCare Insurance Products).

➢ ISTQB, (International Software Testing Qualification Board).