

NAGA CHANDRIKA K V

Senior Quality Assurance Analyst

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SUMMARY

Experienced Quality Assurance Analyst with a strong background in healthcare domain, adept at manual and automated testing using Python and Agile frameworks. Proven ability to spearhead QA initiatives, develop robust test plans and execute complex UAT scenarios ensuring seamless software delivery. Skilled in collaborating with stakeholders to drive quality improvements and maintain compliance standards. Dedicated to advancing software excellence and operational efficiency.

EXPERIENCE

Senior Quality Assurance Analyst

Optum 05/2022 - Present

A leading health services innovation company.

- Led large-scale QA initiatives for critical enterprise applications, collaborating closely with development teams and key business stakeholders.
- Spearheaded and managed End-to-End User Acceptance Testing (E2E UAT testing), providing comprehensive test reports to leadership ensuring stakeholder sign-off and successful deployments.
- Developed and executed comprehensive test strategies and test plans for new features and system enhancements, contributing to high-quality software releases.
- Designed, authored and maintained detailed test cases to validate complex business requirements and system integrity.
- Conducted extensive functional and regression testing and involved in API testing to ensure seamless integration and stability.

Quality Assurance Engineer

XLHealth India Pvt. Ltd 05/2019 - 04/2022

Healthcare company providing innovative solutions for patient management.

- Played a crucial role in the testing lifecycle of multiple healthcare applications, utilizing both manual and automation testing techniques, including scripting where necessary.
- Executed complex E2E UAT testing scenarios for critical claims and patient data management systems.
- Collaborated with development teams to analyze system architecture and devise effective testing strategies, documenting all test results and creation of status reports.
- Performed rigorous regression and functional testing to ensure adherence to compliance standards and business rules for Medica and Non-Medica processes.

Quality Assurance Analyst

Source One Management Services Pvt. Ltd 10/2018 - 05/2019

A management services company providing quality assurance and testing solutions.

- Assisted in the development and documentation of test cases and contributed to the overall test plan for a critical Claims Processing Application (CPA).
- Involved in extensive functional testing to verify application behavior against defined specifications in a fast-paced environment.
- Supported the quality assurance team in preparing test environments and data for E2E UAT testing.

CERTIFICATION

SDLC | Python | Agile Scrum | Power BI

EDUCATION

Bachelor of Engineering

Visvesvaraya Technological University

2018 Bengaluru, India

SKILLS

Programming Languages

Python and JavaScript (for scripting and test automation, leveraging AI Copilot tools for rapid test script generation)

Version Control

GIT (GitHub / GitLab / Bitbucket)

Testing

Manual Testing, Automation Testing, E2E UAT Testing, Functional Testing, Regression Testing, API Testing, Test Planning & Strategy, Test Reporting

Methodologies

Agile, Scrum, Waterfall

Cloud Technologies

AWS, Azure

KEY ACHIEVEMENTS

🔹 Enhanced Test Coverage

Improved test coverage from 80% to 95% for critical health services applications.

🔹 Reduced Software Defects

Reduced software defects by 30% through rigorous regression and functional testing.

🔹 High UAT Success Rate

Achieved 98% UAT success rate for major releases ensuring stakeholder satisfaction.

🔹 Implemented Automation Framework

Initiated automation framework, decreasing manual testing time by 40% across projects.

PROJECTS

Projects @ Optum

05/2022 - Present

- CLM (Contract Lifecycle Management)
- Pro-Glads
- PPM (Provider Profile Management)
- Digital Channel Parity - Contract Digitalization
- IHA California (Integrated Healthcare Association)

Projects @ XL Health India Pvt. Ltd

05/2019 - 04/2022

- CPQ (Claim Processing Queue)
- VACCN (VA community care network)
- Non-Par Medica Process
- Reimbursements Confirmations
- COVID and Vaccine Locator
- PHS NICE

Projects @ Source One Management Services

10/2018 - 05/2019

- CPA (Claims Processing Application) - Medica and Non-Medica
- CPQ (Claims Processing Queue) - Medica and Non-Medica