Ayush Dangol

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Senior QA Analyst

**Professional Summary**

Astute, detail-oriented **Qualtiy Analyst** with 5+ years of consulting experience including Healthcare and Insurance. Possess strong business process modeling skills, and performs interviews and meetings to conceptualize business processes, gather requirements, and to design artifacts including **UML** Use Cases and Activity diagrams. Demonstrated expertise with Medicare and Medicaid, including Claims, Adjudication and Billing Skilled at activity diagramming, and developing use cases Models and documents Skilled at facilitating **JAD** sessions, interviewing, document review, and brainstorming, in order to document artifacts such as **BRDs**, **FRS**, Use Cases, Activity Diagrams, Test Cases, and Test Plans.Use of different kind of softwares and can cope with all kind of softwares according to the company requirement with specified times. Extensive experience in Healthcare industry including **HIPAA** regulations, and **EDI** standards (**X12 and HL7)** Experience developing process maps, and **AS-IS** and **TO-BE** process conceptualization and improvements Have strong facilitation, collaboration, and communication skills. A hard-working and results-oriented analyst who consistently goes the extra mile, and is known for teamwork, and character

* Worked in different software in Heathcare.
* Experience in Test Planning Process, Analysis, Execution and Responding.
* Implementation of Quality Management Systems (CMM, CMMI, Agile, SCRUM) for Software Development and Quality Assurance.
* Experience in working with Charles proxy and checking the application's traffic and analytics.
* Excellent analytical and testing capabilities in a Multi-platform Environments
* Excellent knowledge in all phases of Test Development Life Cycle.
* Experience in Test Project Management, System GAP Analysis, Risk Management,

Business Requirements Analysis, Defect Management, Web Testing, Functional Testing, Regression Testing, Performance Testing, Product Testing, System Testing, Certification Testing, Internationalization Testing.

* Significant exposure to automation test tools like Quality Center, QTP, Load Runner.
* Proficient in Testing of Client/Server, Web based applications and Vignette & Life ray Portals.
* Good knowledge on Selenium IDE, Jenkins, Hudson
* Able to work in startup environment and manage multiple Projects in a fast-paced environment.
* Follow process and procedures for tracking progress, dealing with change and sign-offs appropriate to the scale and nature of project.
* Having excellent Communication, Interpersonal Skills, Leadership qualities, and time and conflict management skills.
* Experience in attending scrum meetings that involved teams from various phases of SDLC.
* Friendly co-ordination with Business Analysts, Developers, Managers, Team Leads and colleagues.
* Involved in mobile testing include app testing & Test automation for web applications using cucumber with business analyst.
* Worked with developer for more requirement generation.

Technical Expertise

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| --- | --- |
| **Methodologies** | SDLC,Agile, Hybrid |
| Testing tools | WinRunner, LoadRunner, Test Director and Quality center |
| Change management tools | Rational Clear quest, Clear case |
| Business Modeling tools | Rational rose, Microsoft visio for UML and ER diagrams, CRM 2015-2016 |
| Programming Langugae | C, C++, Java, |
| Project management | MS project, lotus notes, MS-CRM |
| Database | MySQL, MS-access, SQL server, Oracle 10g, |
| application | MS-Office suite, lotus |
| Web | HTML, XML, ASP, ROR |

**Professional Experience**

**CIGNA Healthcare - Bloomfield, CT March 2017 – Present**

**Sr. QA Tester**

Project: An app, available on iOS, Android, Windows, Mac OS, and Linux platforms, is a secure messenger app developed by Cigna in collaboration with BBVA Compass Bank for interaction with physicians and health claims operations:

* Be the POC for the App Development teams within CIGNA or Third Party vendors for deploying their apps to CIGNA, Apple and Google Play stores.
* Answer questions/requirements related to Apple/Google Play stores.
* Supervise the Mobile App Governance within CIGNA and work with app development teams to get Approvals from 5 pillars of Mobile governance (Security, Infrastructure, Legal, Data Privacy and Marketing) for CIGNA's apps.
* Maintain templates/guidelines put in place for managing Governance and Deployment requests.
* Implementation of Corporate Governance policies, processes and practices after study and research on CG practices as per international codes and surveys.
* Manage the Jenkins build and deployment environment and work with Global DevOps team in resolving any issues.
* Developing automation test scripts in HP QTP /HPUFT for testing scenarios involving the multiple regions using vb script.
* Involved in the module wise execution of HP QTP /HP UFT Scripts created for reapply.
* Reporting of Errors to the development team.
* Under Agile Scrum methodology, performed automated regression, story acceptance, and exploratory test for each sprint.
* For both android and iOS apps, developed automated regression test suite with Calabash Cucumber framework. Created feature file using Gherkin language to describe test case and .rb file using Ruby language to simulate user's action.
* Hooked up real device to computer to deploy and run Calabash test scripts.
* Committed automation test scripts to Github and used Jenkins to run automation tests as part of the build process.
* Opened and prioritized defect using JIRA. Created detailed defect ticket including summary, defect module, platform and environment, steps to reproduce, and screenshot or video.
* Opened feature tickets in Jira to improve app's error handling capacity and usability.
* In scrum team, contributed to story sizing, acceptance criteria discussion, and testability evaluation from QA's perspective.
* Pair programming with developer and help them implement user story by identifying corner case scenarios and providing different data types.
* Prepared and executed test task for each user story and ensured they are properly tested before to be declared "Done" and presented to product owner in sprint review meeting.
* Executed planed tests for Android, Windows, Mac OS, and Linux platforms.
* Generated QA documentations like test plan, test case, bug ticket, and test report. Analyzed product features and functionalities from user stories, design documentation.
* Perform Mobile Functional Testing in real devices (Android, IOS and Windows Phone and Tablets), Simulators and Emulators.
* Functional and Non-functional testing of medication Zone, RBM, EOC, APIs (including alerts), CRM and usage processing tools, performance testing, python configuration.
* Customizing MS- Dynamics CRM application based on business requirements.
* Identify critical/crash/hidden defects in applications using mobile apps and suggested quick fix by analyzing logs.
* Perform admin tasks and configure, maintain and support application certificates, provisioning profiles and member privileges for developers.
* Executing cross platform (IOS, Android, Windows phone) mobile testing
* Executing compatibility testing, using different mobile devices and Android SDK or XCODE.
* Executing regression testing.
* Involved in the Optimization of Teradata loading scripts which resulted in substantial performance improvement for the conversion processes.
* Extensively used ETL processes to load data from various source systems such as Oracle, Teradata and Flat Files, XML files into target system Oracle by applying business logic on transformation mapping for inserting and updating records when loaded.
* Mapping of data from source Oracle to staging to target Teradata database and ETL processes for complete project lifecycle and involved in analysis, High level Design, Low level Design documentation.
* Used SQL to query the databases and do as much crunching as possible in Teradata, using very complicated SQL.

[**Texas Medicaid & Healthcare Partnership**](http://www.linkedin.com/company/1047155?trk=prof-exp-company-name)**, Austin, Texas Area March 2016 – Feb 2017**

**QA Analyst**

MEHIS: The **MEHIS** (**Medicaid Eligibility Health Information Services**) Program will implement changes and enhancements to interfaces as needed to respond to changes to external systems. The **MEHIS** Program must incorporate **Service Oriented Architecture (SOA**) and **Health Level Seven** (**HL7**) standards in the development of data exchange interfaces for both real-time data messaging protocols (e.g., Health Insurance Portability and Accountability Act (**HIPAA**) Eligibility Transaction System (**HETS) 270/271 transactions**) and for batch file processing. HHSC will work with **TMHP** and the **MEHIS** Vendor to identify and consider incorporation of other emerging standards (i.e. **XDS**-B, **MITA**) as available and applicable.

**Responsibilities**

* Evaluated business process requirements to ensure proper system configuration (i.e. identifying key decisions, process changes, pain points, interface issues, training considerations, etc.)
* Managing software projects development and delivering custom made solutions based on **Service Oriented Architecture SOA.**
* Served as a liaison between the internal and external business community (Claims, Billing, Membership, Capitation, Customer service, membership management, provider management, advanced Healthcare management, provider agreement management) and the project team
* Facilitated the Design and development of Business Rule Engines to support **SOA** architecture and web services for both client side and server-based validations. Created detailed Use Cases, and Conducted User Acceptance Testing
* Understood the healthcare plans offered, including Medicaid Managed Plans such as Children and Adolescent Care, Women’s Preventive Care, Maternal Care, Asthma Care, Diabetes Care, Cardiovascular Care, and Mental Health
* Performed Functionality testing, **Integration testing**, **System** and **UAT**. Documented and logged the results and defects.
* Gathered **AS-IS and TO-BE** information about Affinity Health Plan’s work processes and information flows (Claims process, Membership, Enrollment), and conceptualized using swim lane activity diagrams
* Created and reviewed User Requirements Document, Use Cases, and Functional Requirements Document
* Transferred data (**ETL**) to Data warehouse Environment using **SSIS** and **SSASs**.
* Enterprise business intelligence Subject Matter Expert.
* Gathered and prioritized requirements, developed business scenarios to check how the system would work with the roles and processes of the departments, and developed acceptance criteria
* Used the DataStage Designer to develop processes for extracting, cleansinfg, transforms, integrating and loading data into data warehouse database.
* Facilitated review of Enrollment, Claims, Commissions, and membership portlets’ designs with architects and developers to ensure that the goals of the portal requirements were satisfied
* Provided initial assistance in **migration** from **MS SQL R08 to Oracle 11g (Exadata**)
* Utilized **Microsoft** **SQL 2005** and associated business intelligence tools (**SSIS, SSAS, and SSRS**) to provide focused transaction and task monitoring and error handling on an enterprise level.
* Produced **UML** **Activity** **diagrams** with defined swim lanes using **MS Visio** as part of claims process analysis
* Brought valuable knowledge and solutions to business groups to enhance competitive edge with Facets Extended Enterprise(**TM**) administrative system implementation
* Used **SDLC** (**System Development Life Cycle**) methodologies like the **RUP** and the waterfall.
* Contribute in the build and design of an automated documentation system that met business process needs by providing comprehensive knowledge of workflows, policies and procedures, patient care objectives, regulatory requirements, and industry best practices for membership management
* **Tested HIPAA Gateway Application Interface for all inbound and outbound messages (Healthcare Eligibility 270 and 271, Healthcare Claim Status request 276 and 277, Healthcare Claim 837 and 835)**
* Participated in all phases of the Facets Extended Enterprise(**TM**) administrative system implementation including the planning, **designing/building/validation** (**DBV**), testing, and Go-live support phases
* Involved with various aspects of the project’s needs such as the logging, tracking, and resolution of issues, current state workflow assessments, facilitating/presenting **DBV** sessions, and assist with integration testing
* Worked on modules related to Providers, Contract & Claims and worked with Claims, Provider attributes, enabling **EOB** & Remit rules associated with Provider configuration process in **QNXT**.
* Conducted **User Acceptance Testing** and user training pertaining to old and new Affinity Provider ID appearing on documents providers receive from Affinity (mainly occur with **EOPs**, capitation rosters, **PCP** membership rosters, provider directory listings and some system generated letters)

**PCG, Nashville, TN Aug 2015-February 2016**

**QA Tester**

The Legend Group located in Palm Beach Gardens, FL is a full-service investment planning firm with offices throughout the United States, offering a wide variety of retirement plans, investment advisory services, college savings plans, insurance products and non-qualified investments. For over 45 years, The Legend Group has been helping investors work toward achieving their financial goals. Involved in development of products and services for retirement plans and has played an influential role in the evolution of the 403(b)-retirement plan market.

• Used Test Director to prepare the test plans, test cases Repository.   
• Tested the application using Agile Methodology.   
• Involved in implementation of the system and making sure that the product met the required user specification.   
• Designed Test cases for over limit, Penalty calculations.   
• Developed Test Cases using WSDL, Schema files which defines Web Service Request, Response, methods/operations, End Point of web service to be tested.   
• Extensively worked on Set of applications that utilize various aspects of the runtime environment to validate product installations and the images ability to support the organizations SDLC with Agile Methodology.   
• Prepared test plans using TFS for each release, written test cases and executed them as part of functional testing. Prepared test reports and deliverables and submitted for version releases.   
• Installed, configured SOAP UI to test web services using WSDL file given by Development team.   
• Performed Regression testing for web-based enhancements in the enrollment process.   
• Extensively worked on Manual, Functional and Regression Testing.   
• Added Property Transfer in SoapUI tool to transfer the values from one response XML to another request XML.   
• Worked with the testing team to develop test plans.   
• Created Test Plans and Test Cases from Requirements in Quality Center (HP ALM).   
• Developed automated test scripts to test ASP.NET web pages server controls, user controls and custom controls   
• Worked with team to write documentation for all aspects of the computer systems testing lifecycle, particularly confidential documents based on various systems that could be incorporated into the existing framework.   
• Involved in Manual Functionality Testing and GUI Testing for objects tables, texts and object pages.   
• Evaluated software test requirements for web application integration while delivering new/modified enhancements.   
• Managed manual test passes/runs with TFS. Expertise in generating automated VB script using Selenium and QTP.   
• Performed Functional, Web, Sanity, Security, Unit and Regression Testing.   
• Executed the given scripts using the load runner in order to find the bugs before the application goes to production environment.   
• Involved in SOAP and Restful web services using SOAP UI, axis client.   
• Created Requirement Traceability Metrics (RTM), test reporting, defect resolution, result analysis and metrics.   
• Performed web services testing on the application for the client user interface applications.   
• Interacted and Coordinated with System Analyst, Project Manager, to setup the pre-testing and testing environment to execute the scripts.   
• Generated automated VB script Selenium and QTP. Execution of Selenium Test cases and Reporting defects.

**Chaudhari Group, Banepa, Nepal May 2013- November 2014**

**QA Analyst**

**Chaudhari Group** multinational company where it gives Health Plan for an independent, non-profit managed care plan that serves the needs of over 210,000 underserved residents of the Nepal. It was initially focused for Employee of this company but later on it grew drastically. Chaudhari group provides healthcare coverage through its Child Health Plus, Family Health Plus and Medicaid programs. Chaudhari Group’s Health Plan Implemented Facets Extended Enterprise(TM) administrative system, a new core system, with updated technology to allow for more efficient claims processing, membership enrollment and provider data maintenance. Facets was highly efficient, automated, customizable, and flexible, to help affinity tackle new business opportunities and compete successfully in a dynamic healthcare industry. Moreover, TriZetto provided ongoing support and training.

• Analyzed Business Requirements and Functional Specifications and developed Test Plan detailed Test Scenarios, Test Strategies and Test cases.   
• Coordinated with the Project Managers, Business Analysts, Developers and Test Team Lead and analyzed requirements needed for successful Test Plans and Test Cases.   
• Writing test-plans and test-cases for insurance billing and claim applications in accordance with the business requirements.   
• Write and execute complex SQL queries including JOINS to find loan numbers and Backend testing.   
• Conducted Smoke testing, Functional testing, Regression testing, Integration testing, User Acceptance Testing (UAT).   
• Formulate methods to perform positive and negative testing against requirements.   
• Conducted End to End and Black box testing.   
• Executed and managed test cases and reported bugs in Quality Center/ALM.   
• Developed automated Test scripts using QTP/UFT to perform Functional and Regression testing.   
• Provided weekly status report to the Project Manager and discuss issues related to quality and deadlines.   
• Analyzing application, system, and security errors, and escalated issues to developers and verified fixes.   
• Participated in walk-troughs and defect report meetings periodically and presented progress updates.   
• Interacted with business team members, developers, system engineers, and testing teams to identify applications defects

**Nepal Health Sector (NHS), Nepal March 2011 - April 2013**

**QA Tester**

Nepal Health Sector is one of the nation's largest consumer health organizations, offering individuals, employers and Medicare beneficiaries a variety of consumer-driven health care and insurance products in Nepal. Specialty operations include behavioral health, dental and vision, life insurance, and complete pharmacy and medical management through its wholly owned subsidiary, Prescription Solutions. NHS Physicians and Associates were swamped under the huge volume of paperwork associated with submitting claims for payment. Due to coding mistakes and data entry errors, NHS saw their claim resubmission rate soar to 20 percent which delayed payments every month. The solution was to implement ClaimsEditor Professional, an application that would that would reduce costs from claim denials, re-submissions and write-offs, speed reimbursement and improve regulatory compliance   
   
• Wrote test cases and tracked defects using Quality Center.   
• Participated in Scrum meetings (daily stand-up, planning, review and retrospective meetings).   
• Participated in backlog grooming.   
• Identified QA tasks for user stories and provided time estimates.   
• Discussed ways of improving/adapting the agile process to fit our team.   
• Demoed the features to product owner in review meetings.   
• Tested the application in multiple browsers: IE 7/8/9, IE Compatibility view, Firefox, Chrome   
• Documented problems in QC and communicated issues to the dev. team and the QA Manager.   
• Tracked and coordinated production issues as well as manage production defect calls with clients.   
• Participated in Smoke, Regression, Integration and End-to-End testing.   
• Developed and executed SQL queries such as sub-queries and joins (inner, right outer, left outer) to verify data shown on UI and reports matches exactly what is in the database.   
• Worked with SQL extensively to cross-check data against multiple schemas and databases.   
• Reviewed the log files in UNIX/Linux environment for real-time error messages to identify problems.   
• Created defects with detail information that includes input test data, expected and received results, and errors in UNIX server logs.   
• Tracked and verified production defects and enhancements in JIRA during product upgrades.   
• Worked closely with the development and product teams   
• Used SharePoint to share the documents with in the product development team.

**Skills**

HP UNIFIED FUNCTIONAL TESTING (4 years), Java (8 years), Oracle (6 years), SQL (6 years), Testing (8 years)

**TECHNICAL SKILLS   
   
Operating System**Sun Solaris 2.6, 2.7&2.8, Windows 2000, Windows 2000 Advanced server, Windows XP Windows 7, MS-Office, MSDOS, UNIX SOAP UI, QTP, Firebug, Fire PathJXL, TestNG, JUnit, Ant, Maven, Log4j SOAP UI, QTP, Firebug, Fire PathJXL, TestNG, JUnit, Ant, Maven, Log4j   
   
Languages JAVA, SQL, JavaScript, C#, XML, VB SCRIPT, Python, R-programming  
Web Technologies HTML5, HTML, CSS3, XPATH, SOAP,PHP  
Dev. Methodologies Agile/ Scrum, Waterfall   
Bug Tracking Tools Quality Center, Bugzilla, JIRA   
Web-Application Tools XML, XSD, JMS, Servlets, JSTL, EL, Custom Tag Library, JSP, JSF, JNDI, JPA, JAXB   
Database DB2, Oracle, SQL Server, MySQL, PostgreSQL, Squirrel, Stored Procedures   
Build Tools Ant, Maven, Jenkins, Cruise Control   
Logging Frameworks Log4j, Java Logging API, SLF4J   
Testing Tools Quality Center, Quick Test Professional (UFT), Load Runner, Version One, Quick Test Pro, Test Director, Selenium Suite   
Other Tools Hudson, Jenkins, Github, Git, Svn, Aws, Visual studio online, Chef   
Operating Systems Windows, MAC, UNIX, Linux, DOS