**Bhakti Patel**

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### SUMMARY

* Over 6+ years of QA and business Analysis, Software Testing, Development and Quality assurance of Client/Server and Web based applications using Win Runner, SOAP UI Load Runner, Test Director, Quality Center , Quick Test pro and Manual testing.
* Extensive experience in gathering Business and Functional Requirements, Business Scope & Vision Document, developing Business Requirement document, Functional specification document, communication plan, Use Cases, conducting Gap Analysis and Risk Analysis.
* Worked with Software Development Life Cycle (SDLC) including Feasibility Study/Gathering Requirements, Analysis, Design, Development, Testing, User Acceptance Testing (UAT), Implementation and Post-Implementation Validation.
* Experience in Medicaid Management Information System (MMIS). Expertise in various subsystems of MMIS- Claims, Provider, Recipient, Procedure Drug and Diagnosis (PDD), Explanation of Benefits (EOB).
* Excellent in Agile and Scrum.
* Complete Understanding of HIPAA Implementation guides and developing Business Specifications according to Mapping Notes for Transformation tools.
* Worked on HIPAA 837, 835, 270/271, 276/277 EDI transactions
* Skills include defining Project Scope, Business Process Analysis, Business Process Reengineering, Requirements Gathering, Data and Process Modeling
* Strong knowledge of the Software Development Life Cycle methodologies (phases and gates) like Agile and Waterfall models
* Experience with Iterative Software Development Life Cycle Process as per Rational Unified Process (RUP), involved in inception, elaboration, construction & transition phases using rational tools like RequisitePro, ClearCase, and ClearQuest during various phases of RUP.
* Proficient experience in Manual and Automated Testing of GUI and functional aspects of the Client-Server and Web based Applications on multiple levels of SDLC and Testing Life Cycle (STLC)
* Design and review of various documents including the Software Requirement Specifications (SRS), Business requirements document (BRD), Use Case Specifications, Functional Specifications (FSD), Systems Design Specification (SDS), Requirement Traceability Matrix (RTM) and testing documents.
* Proficient in creating Risk Analysis documents, Risk Management Plan, User Requirement Specification, Functional Requirement Specification and Business Process Flows.
* Proficient in using UML in behavioural, structural and architectural modelling – in creating Use Case, State, Activity, Class and Sequence diagrams using Rational Rose.
* Used Microsoft Visio for Business Process Modelling and Data flow diagrams.
* Used ER w in 4.0 to capture data by creating Entity-Relationship and Use Case diagrams.
* Worked with Rational Suite of tools to create requirements documents (Requisite Pro), visual data models (Rose), manage and track defects (Clear Quest).
* Well versed in project management tool (MS Project) for status reporting, planning and resource allocation.
* Experience in conducting GAP analysis, User Acceptance Testing (UAT). SWOT analysis, Cost benefit analysis and ROI analysis.
* Extensively uploaded test cases from MS Excel, MS Word to Test Director & Quality Center.

**SOFTWARE SKILLS**

Operating Systems/Languages: Windows 98/ME/XP, UNIX, C, C++, JAVA, SQL, VB 6.0

**Quality Standards:** Implementation knowledge of ISO 9001 & ISMS (Info.Security Management System)

**Testing Tools** - Mercury Interactive Win Runner 7.6/8.0, Load Runner 7.8/8.0, QuickTestPro 6.5/8.0, Test Director 7.6/ 8.2, Quality Center 9.0

**Conversant with Web Technologies:** HTML, ASP, XML, DHTML, VB script, Java script, Java Servlets, JDBC, Applets

**Documentation Tools**: MS-Office, MS Project.

### EXPERIENCE

**Washington State DSHS, WA**

**Nov 13 - Present**

**Quality Analyst**

**Description:** Objective of the project was to develop Medicaid Management Information System (MMIS) for State of Washington following HIPAA standards. The web based Health Care Management System is developed using HIPAA guidelines and regulations which keeps track of Healthcare transactions like Eligibility Request/ Response, Request and Response for Claims Status, Prior Authorization, Claims Vision and Claims Payment. This application also keeps record of all transactions, subscriber's medical history and provides data to other State agencies as required.

**Roles/Responsibilities:**

* Conducted UAT and exposure to User Certification Testing (UCT) and Operational Readiness Testing (ORT)
* Documented the server farm requirements and requirements related to security within Share Point and using Windows Active Directory.
* Developed and conducted statewide HIPAA 5010 and ICD-10 awareness program for all IDS staff in Tenet.
* Followed a systematic approach to eliciting, organizing, and documenting requirements of the system.
* Experienced with standard concepts, practices, and procedures within the healthcare field (preferably with MMIS (Medicaid Management Information System).
* Worked on EDI automated first-pass claim adjudication, requiring thorough understanding of claim processing, both front and backend operations.
* Managed the team of consultants responsible for developing on-demand Medicaid Management System reports.
* Performed testing for Medicare, Medicaid and X-Over claims for Medicaid Management Information System (MMIS).
* Designed the online screens and reports for the Medicaid Online Electronic Claims Submission System.
* Planned and defined system requirements to Wire Frames with Use Case, Use Case Scenario and Use Case Narrative using the UML (Unified Modeling Language) methodologies.
* Used Query Analyzer, Execution Plan to optimize SQL Queries.
* Interacted with client and the Technical Team for requirement gathering and translation of Business Requirement to Technical specifications.
* Conducted interviews, meetings and JAD sessions during the process of Requirement Gathering.
* Planned and documented procedures for data processing and prepared data flow diagrams for the application.
* Identified/documented data sources and transformation rules required to populate and maintain data warehouse content.
* Analyzed and translated business requirements into system specifications utilizing UML and RUP methodology
* Participated in the development of the data modeling methodology to be used in the project.

**Environment:** Windows 2000/XP, Microsoft Office SharePoint, Mercury ,Cobol, DB2, Cognos, Java/J2EE, HL7, Rational Requisite Pro, MS Office, SQL Server, MS Project, MS FrontPage, MS Access, EDI

**Health Insurance Plan (HIP), NY**

**Jan 11 – Nov 13**

**QA analyst**

**Description:** Health Insurance Plan Corp (HIP) is a full health management company providing full range of HMO, PPO, and POS benefit plans. HIP wanted to have data consistency and proper data mapping between the old and the new system. Developed the Business Crosswalks for 837(P, I, D), 835 and 276/277 according to HIPAA implementation rules. This project also involved creating the medical claims processing system. It consisted of different modules like provider enrollment, member enrollment, programs and coverage. This project also involved the maintenance of claims workstation that automatically handles the entire claims life cycle.

**Roles/Responsibilities:**

* Interacted constantly between legal and marketing departments with the PM regarding various compliances which need to be in place before anything can be finalized;
* Gathered the business requirements, excellent work on Agile Methodology.
* Performed on SOAP UI requirement analysis and gap analysis;
* Assigned tasks among development team monitored and tracked progress of project following agile methodology.
* Responsible for the full HIPAA compliance lifecycle from gap analysis, mapping, implementation and testing for Medicaid Claims.
* Coordinated with the stakeholders and project key personnel to gather functional and non-functional requirements during JAD sessions.
* Planned and documented procedures for data processing and prepared data flow diagrams for the application
* Studied the existing business process and created AS-IS workflow to illustrate the existing system.
* Strong understanding of MMIS (Medicaid Management Information System) for the Medicaid patients Enrollment and their Eligibility.
* Assisting the project manager in creating the business case and project plan.
* Apart from the day-to-day Business analysis activities, I have also been involved in administration operations of the Early Development & Clinical Pharmacology department which involves Headcount tracking, security administrator for the Time Reporting System (TRS) and Training Operations & Product Supply (TOPS).
* Documented the business requirements for the developers,
* Developed Test cases for manual testing and automated them using Win Runner, Silk, Load Runner, Silk performer and QTP.
* Involved in requirement gathering and database design and implementation of star-schema, dimensional data warehouse using Erwin.
* Understanding of health insurance products (Medicare, Medicaid, Claims, Adjudication, HIPPA regulations, Underwriting, EDI etc)
* Worked on HIPAA 837, 835, 270/271, 276/277 EDI transactions
* Created, co-created, and/or maintained EDI modules, programs and applications with strict adherence to HIPAA, ANSI ASC X12 industry standards/specifications (837 PID, 270/271, 278, 276/277, 835
* Experience in Claims Processing per Medicaid Management Information Systems (MMIS) 42 CFR 433.
* Wrote Test Cases in Mercury Quality center that would test various Test scenarios.
* Used UML notations for Object Oriented Design and Documentation.
* Interfaced with the development team utilizing ASP, JavaScript and Visual Basic and produced detailed user-interface prototypes and performed usability testing.
* Manually tested and GTS modules using Quality Center.
* Wrote Test plan and Test cases for the Integration testing and system testing.
* Did Integration Testing, GUI testing, Smoke and Sanity Testing, and Acceptance testing in the new builds for Basic Functionality Checking.
* Created business process models using MS Visio.
* Involved in creation and execution of manual test cases in Mercury Test Director and automated Test Cases in QTP and analyzed the Test Results.
* Wrote detailed specifications for various reports generated using Cognos
* Translated Business processes into Informatica Mappings for building Data marts.
* Created customized report using OLAP Tools such as Crystal Report for business use
* Wrote Test Cases in Mercury Quality center that would test various Test scenarios.
* Used UML notations for Object Oriented Design and Documentation.
* Interfaced with the development team utilizing ASP, JavaScript and Visual Basic and produced detailed user-interface prototypes and performed usability testing.
* Manually tested and GTS modules using Quality Center.
* Provide implementation assessment, strategy, and mentoring services for Rational Rose, UML and RUP.

**Environment** Load Runner, Windows NT /2000, SQL Server 2005, Sybase, MS Word, MS Excel, MS PowerPoint, MS-Visio, Cognos BI, MS Project, PowerBuilder, Clear-Quest, Rational Test Manager

**Mobile Symmetry, MO**

**Jun 09 - Dec 10**

**Quality Analyst**

**Description:** Mobile Symmetry application is a web based application to improve your mobile experience. The motto to bring new mobile applications grows from an ever changing mobile centric world. Web based Mobile symmetry application provides major functionally including Calling Name, focuses on what uniquely identifies you. This service gives you privacy, and allows you to determine how and when to extend more detailed information to others. It incorporated the SEARCH, CONTROL and DISPLAY abilities to help you identify those calling you.

**Roles/Responsibilities:**

* Closely interacted with development and project teams to understand system requirements.
* Reviewed Business and Functional Requirement documents and detail design documents.
* Good experience in Agile testing by closely integrating with the developers for continuous testing and to ensure continuous process.
* Developed detailed Test Cases from business requirements using HP Quality Center.
* Worked on the test plan, test lab and defect reports and generated customized reports in HP Quality Center.
* Manually executed test cases by using positive and negative data inputs in HP Quality Center.
* Established connectivity between QTP and Mercury Quality Center for scheduling and execution of automated tests.
* Responsible for writing Functional Requirement Specifications (FRS) and User Requirement Specification (URS).
* Analyzed Business Requirements and segregated them into high level and low level Use Cases, Activity Diagrams / State Chart Diagrams using Rational Rose according to UML methodology thus defining the Data Process Models.
* Established RUP (Rational Unified Process) methodology and provided assistance in developing Use cases and project plans.
* Verified defect fixes in both manual and automated modes using QTP scripts.
* Executed Manual test cases and identified the test cases needed for regression testing.
* Performed black box testing and GUI testing of the web application.
* Executed and Validated Test Cases in Test Lab Tab of Quality Center.
* Used Object Repository in QTP, in order to understand the Objects properties of application.
* Used Recovery Scenario and Regular Expression for handling the dynamic changes or exceptions in application.
* Wrote VB script in QTP as Descriptive programming for handling different dynamic scenarios.
* Tested the Performance of the database (SQL queries) in real world workloads.
* Used Inner and Outer Joins in SQL to retrieve the data from the database.
* Identified defects and generated defect reports using Quality Center’s Defect Module.
* Responsible for updating test cases and logging in defects in HP Quality Center.
* Developed baseline scripts for testing Performance of application using Load Runner.
* Generated Graphs and Reports and analyzed the results for the bottlenecks using Load Runner.
* Performed the User Interface Testing in Browsers like Mozilla, Firefox, Safari.
* Attended QA meetings with the QA lead and other testers in order to discuss any critical problems and plan for future strategic decisions.

**State of North Dakota, ND**

**Feb 08 – Jun 09**

QA Tester/Analyst

**Description:** ND’s state wide automated system for the welfare programs under title IV of the Social Security Act (Child/Spousal Support, Medical support, Foster Care etc) and is federally certified. It has interfaces with other welfare systems like AFDC, Medicaid, Food Stamps, Comprehensive Claims Systems, etc. The project is to design, develop and implement extensive software changes in TANF (Temporary Assistance for Needy Families) program and mandated by the Provisions of the federal Welfare Reform Enactment's (PRWORA) that are to be audited and certified by DHHS in a time bound manner.

**Roles/Responsibilities:**

* Reviewed requirements together with QA Manager ,Vice President of Human Resources & Business Analyst
* The goal of this project was to implement TANF (Temporary Assistance for Needy Families) Loan Program, which is a Mainframe-COBOL based application.
* Facilitated mini JAD sessions to assess and refine business, work on agile and scrum Methodology and system requirements for TANF, Food Stamp and Child Care program enhancements/development
* Facilitated four-hour long round table discussion with most HR directors, managers and analysts along with QA manager to get their input [ad-hoc UAT] in the project
* Reviewed Technical Specs together with the team of two developers
* Wrote Test Plans in MS Word for Manual Testing, System Testing, Integration Testing, Performance Testing, Regression Testing & reviewed their consistency with the business requirements.
* Wrote Test Casesin MS Excel for user registration, access to training material, and activity log-in, reviewed the test cases and finalize
* Expertise in EDI and HIPAA Testing Privacy with multiple transactions exposure such as 837 for submitting claims, 835 for payments, 834 for benefit enrollment, and 820 for premium payments to insurance products, 270, 271 for healthcare benefits and eligibility, 276, 277 for claims status and 278 for transmitting health care service information.
* Reviewed colleagues’ test cases for testing the development of online resume, uploading users’ documents [such as application and resume], browsing through jobs, selecting and applying for the jobs
* Documented the outcomes of all the testing in MS Word and MS PowerPoint
* Developed automated Test Scripts in Win Runnerusing Test Script Language (TSL) for Functional Testing, Regression Testing, Data Driven Testing, Usability Testing, and Verifying Specific content through using Checkpoints
* Involved in creation and execution of manual test cases in Mercury Test Director and automated Test Cases in QTP and analyzed the Test Results.
* Involved with the QA team to conceptualize, determine and develop test approaches and methods for unit testing, integration and functional testing, load and usability testing according to the application complexity and test requirements.
* Data modeling using UML. Used MS Project for various planning and budgeting activities.
* Create and maintain Use Cases, visual models, including activity diagrams, logical Business process models, and sequence diagrams using UML.
* Well versed with HIPAA, claim adjustments, claim processing from point of entry tofinalizing, claim review, identifying claims processing problems, their source and providing alternative solutions using best practice model and principles.
* Involved in the creating the User Interface Specification Document and User Training Manual as per project specification with the help of development team
* Was responsible for indexing of the tables in that data warehouse.
* Wrote Test Casesin MS Excel for user registration, access to training material, and activity log-in, reviewed the test cases and finalized
* Reviewed colleagues’ test cases for testing the development of online resume, uploading users’ documents [such as application and resume], browsing through jobs, selecting and applying for the jobs
* Documented the outcomes of all the testing in MS Word and MS PowerPoint

**Environment:** Mercury Tools(Win Runner 7.0, Test Director 7.0/7.5**,** Load Runner 6.5/7.0**,** Quick Test Pro 6.5, Quality Center 9.0) ,Mainframe ,Cobol ,NT/00, SQL, SQL Server, XML