**Bo Xie**

**SUMMARY**

Over 7 years of extensive experience in IT field with emphasis on Quality Assurance in Health Care Domain. Worked on testing client/server and web based Applications using both Manual and Automated Tools (QTP). Dependable and Good team player with excellent communication skills and ability to work independently along with strong problem solving, learning and interpersonal skills .

* Over 7 years of expertise and experience in Software Quality Assurance (SQA) and Software testing with expertise in Healthcare Domain.
* Strong knowledge of the Systems Development Life Cycle (SDLC) models such as Water Fall and Agile.
* Highly analytical in developing the methods and measures to meet requirements and solve any issues that arise during the project.
* Developed new testing approaches to accommodate tight schedules and resource constraints.
* Investigate complicated performance and stability issues involving a large, sophisticated, and evolving code base; also equipped with ability to perform load and performance testing services.
* Document procedures and configurations.
* Excellent understanding of Software Development Life Cycle (SDLC) models.
* Extensive knowledge of different kinds of testing like Back-End Testing, Positive/Negative Testing, Black box Testing, Configuration Testing, Data Driven Testing, User Acceptance Testing(UAT), Unit Testing, Integration Testing, System Testing and Regression Testing.
* Used Quality Center to plan tests, manage test assets, create and run manual and external scripts to check GUI and functional features of the AUT.
* Involved in developing and maintaining Test Matrix and Traceability Matrix, and performing Gap Analysis.
* Expertise in problem solving and bug tracking using Quality Center/ ALM.
* Experienced in handling the issues of Synchronization in Selenium Web Driver using waits such as Implicit wait, Explicit wait and Fluent wait.
* Expertise in Complex Querying and testing using SQL Navigator, Oracle, SQL server for Data integrity.
* Proficient in analyzing variety of Cross Results and Merged Graphs to determine system Bottlenecks and other problems.
* Understanding and interpreting requirement specifications.
* Experience in creating and maintaining the Requirements definition documents that included Business requirements and Functional requirements.
* Strong knowledge of Project management skills such as time estimation, task identification, and scope management.
* Experience in customer / client interaction, deep understanding of business systems functionality and technicality.
* Conducted requirement analysis techniques such as Business Process Automation, Business Process Improvement, and Business Process Re-engineering.
* Involved in maintaining Test Matrix and Traceability Matrix and performing GAP analysis.
* Experience in writing Test Plans, Test Cases, developing and maintaining Test Scripts.
* Expertise with QA Methodology to ensure robust functionality.
* Motivated self-starter with exceptional team building, leadership, and interpersonal skills.
* Experience in setting up weekly meeting with team members to go over the each release progress and solving their issues.
* Experience in setting up defect status meeting everyday with team to go over defects and their progress.
* Creating different types of status report for each release progress and forwarding to manager.
* Interacted and worked with the development team to solve the problems encountered in the test scenario run.
* Interacted and worked with Business and Analysis team in review of upcoming Use Cases.
* Conducting technical walk- through sessions and Daily stand up calls with team
* Conducting weekly status update meetings with Project manager to discuss the status of Projects and involved Implementation plan for production.

**EDUCATION**

M.S

University of Delaware, Newark, DE, USA

B.S

Hubei University, Hubei, China

**TECHNICAL SKILLS:**

**TESTING TOOLS:**  ALM, Quick Test Pro, Mercury Quality Center, SOAP UI,

**DATABASES:** Oracle, SQL Navigator, MS SQL Server, MS Access, SIEBEL, IBM Data Studio

**LANGUAGES:** C, C++, Java, Visual C++, VB, UNIX, XML, HTML

**SCRIPTING LANGUAGES:**  Java Script, VB Script

**WEB TECHNOLOGIES**: HTML, Java Script, XHTML, CSS

**OS/PLATFORMS:**  Unix/Linux, Windows

**FRONT END TOOLS:** Macromedia Dreamweaver, Visual C++, Visual Basic, MS Front Page, Macromedia Flash MX.

**EXPERIENCE**

**Motion Picture Industry Pension & Healthplans, Studio City, CA**

**Nov 2016 – Present**

**Sr. QA Analyst**

Worked as a Quality Assurance Application Analyst for Motion Picture Industry, one of the healthcare providers and involved in testing healthcare applications that deals with Claims Processing, Utilization Management and QNXT Workflow.

**Project Description:**

MPI is in the process of currently upgrading QNXT 5.1 to 5.4 at the same time working on implementation of the CTP tool for this project in order to automate their claims and have the ability to generate reports within CTP to follow best practices and procedures to meet specific claims based on entered selection criteria on a much faster pace with large volume of claims as needed on demand.

**Responsibilities**:

* Delivering quality testing effectively and on time, achieving department and business goals
* Writing and executing test plans and test scripts to support manual testing of new development platforms
* Effectively communicating the status of testing results, including risk assessment, both verbally and through documentation
* Involved in Business functionality review meetings and Use-Case Analysis.
* Analyze the System Requirements, Functional requirements and Business Requirement Documents.
* Extensively communicate with Business Analysts to come up with efficient test plans and test cases.
* Test cases will be develop based on the requirements supplied then scripts will be written to
* execute the testing steps.
* Expected results will be built on each test case during Systems testing. Every attribute on the table(s) for every case will have the data that’s expected to appear on the row documented.
* Maintain Test cases, Test scripts, and Expected results in HP Quality center.
* Mapping the requirements to test cases (Tractability metrics)
* Develop Test Plan and overall Test Strategy for the program using Test Manager
* Develop Test Cases and Test Scripts for System and UAT Testing.
* Involve in analyzing the requirements and understanding production volumes of Claims Processing.
* Exploring and documenting initial approaches working with new and emerging platforms
* Participating in scrums representing the needs of the QA team as a lead QA engineer for various projects.
* Recorded scripts in QTP to perform Functionality testing.
* Executed all Selenium test scripts on the different browsers and checked for compatibility, Also performed the cross browser testing using Selenium Grid.
* Was involved in designing and developing automation script using selenium webdriver.
* Involved in preparation of regression test suite using selenium web driver.
* Assisting other internal QA and development engineers testing multiple projects
* Implementing best practices and procedures for quality assurance
* Supervised the use of Quality center for Defect Reporting.
* Responsible for preparation of weekly status report.

**Environment:** QC/ALM, MS SQL Server 2005, MCS, Manual Testing, Selenium, QTP, QNXT, CTP, Microsoft Office – MS Access, MS Excel.

**L.A. Care Health Plan, Los Angeles, CA**

**03/2014 - Sep 2016**

**Software QA Specialist**

L.A. Care Health Plan is the nation’s largest public plan and serves more than one million Los Angeles County residents through five free or low-cost health insurance programs: Medi-Cal, Healthy Families, L.A. Care’s Healthy Kids PASC-SEIU and L.A. Care Health Plan Medicare Advantage HMO. L.A. Care is implementing a new system QNXT to manage Claims, Member Services, Provider Operations, Product Operations and Project Administration.

**Responsibilities**:

* Strong knowledge of HIPAA 5010 transaction 834 and 837 for Member Eligibility and Claim.
* Strong knowledge of HIPAA 5010 transaction 834 and 837 for Member Eligibility and Claim.
* Tested the process of 834 Member Eligibility data from L.A. Care Encounter database to Flat File then to EDI team and then to SFTP folder to be picked up by Department of Mental Health.
* Performed integration end-to-end test planning and quality assurance of various applications including
* MHC, QNXT, JAVA and Oracle
* Validated the inbound and outbound functions of QNXT
* Executed ETL using Informatica PowerCenter for Enterprise Data Warehouse project.
* Created Complex SQL queries in Oracle database for EDW project
* Validated reports with tool Oracle Business Intelligence Enterprise Edition
* Created VB scripts in QTP
* Performed Regression testing with automation tool QTP
* Was involved in designing and developing automation script using selenium webdriver.
* Involved in preparation of regression test suite using selenium web driver.
* Analyzed and documented ICD 10 requirements related to data elements, data exchange and data transmission.
* Analyzed system Functional Specifications and developed Test Plans, Test Cases to cover overall quality assurance testing and Performed efforts estimation and tracking them throughout STLC.
* Developed and Maintained Test Plans, Test Approaches and Strategies for Membership Enrollment, Billing, and Claim Systems using ALM.
* Performed System, Integration, End to End and Regression Testing.
* Performed UAT with Business Development Team.
* Created Testing Status reports and report testing status.
* Set up defect status meeting everyday with team to go over defects and there progress.
* Interacted and worked with the development team to solve the problems encountered in the test scenario run.
* Performed Build Verification testing, User interfaces testing, and User Acceptance Testing.
* Conducted weekly status update meetings with Project manager to discuss the status of Projects and involved Implementation plan for production.
* Worked on annual Medi-Cal Rate Report (MERCER) to DHCS
* Conducted testing on Member Auto Assignment, Disease Management, Blue Button, Member Portal
* Conducted testing on campaign reporting of Salesforce Cloud Enterprise Edition application
* Performed mobile testing of the app: L.A. Care Connect on the IOS and Android platform
* Performed mobile testing of blue button application on tablet and kiosk
* Configured ALM (QC) and worked as the Admin

**Environment**: HP ALM (QC), Selenium, Quick Test Professional, QNXT, SQL Server, Java, Oracle, XML, Windows XP, UNIX, MS Office, Informatica PoweCenter, OBIEE, Salesforce.

**BlueCross BlueShield of Florida (Florida Blue)**

**09/2012 - 02/2014**

**Sr. QA Analyst / Tester**

BCBSFL is a leading provider of Medical and Medicare Insurance. BCBS has two major systems Facets and ShareIT to facilitate and maintain subscribers Health Insurance. Facets is dedicated for enrolling and maintaining Commercial Members and Claim and ShareIT (has replaced a legacy system MHS) for facilitating the enrollment and maintenance of MEDICARE member over 65 years. I worked as a QA Analyst to work closely with project team to identify user's business requirements in order to Create Test Plan and Test Cases for ICD 9 to ICD 10 and Facets, interpret complex business needs and translate them into system requirements, and break into System Test Plan and Test cases.

**Responsibilities**:

* Strong knowledge of HIPAA 5010 transaction 834 and 837 for Member Benefit Enrollment and Maintenance file, and Claim.
* Strong knowledge of SQL for DB2 and Oracle Databases.
* Analyzed and documented ICD 10 requirements related to data elements, data exchange and data transmission.
* Documented Test plan and Test cases for ICD 10 resulting from the HIPAA 5010 gap analysis.
* Performed GAP analysis for ICD - 10 and EDI 5010 X12.
* Analyzed system Functional Specifications and developed Test Plans, Test Cases to cover overall quality assurance testing and Performed efforts estimation and tracking them throughout STLC.
* Developed and Maintained Test Plans, Test Approaches and Strategies for Membership Enrollment, Billing, and Claim Systems using ALM.
* Tested all the HIPAA X12 related 5010 rules are based on the latest TR3 documents
* Tested all the HIPAA X12 validations implemented as part of EDIFECS project and their validation rules
* Tested all the Blue Exchange related 5010 rules are based on the Blue Cross Association documents
* Wrote Test Plans and Test Cases of manually enrolled application through ShareIT user Interface.
* Validate the automated generation of fulfillment including images as per CMS guidelines.
* Tested the data stored in the database is correct with the help of SQL queries
* Performed System, Integration, End to End and Regression Testing.
* Perform UAT with Business Development Team.
* Created Complex SQL queries using multiple Join for backend testing.
* Apply Data patches and wrote scenarios to test Data patches.
* Created and Maintain Test Data as needed.
* Created Testing Status reports and report testing status.
* Assignments of jobs to team member.
* Setup weekly meeting with team to go over the each release progress and solving there issues.
* Setup defect status meeting everyday with team to go over defects and there progress.
* Creating different types of status report for each release progress and forwarding to manager.
* Interacted and worked with the development team to solve the problems encountered in the test scenario run.
* Interacted and worked with Business and Analysis team in review of upcoming CR's.
* Performed Build Verification testing, User interfaces testing, and User Acceptance Testing.
* Conducting technical walk- through sessions and Daily stand up calls with team
* Conducting weekly status update meetings with Project manager to discuss the status of Projects and involved Implementation plan for production.

**Environment**: HP ALM (QC), Quick Test Professional, SQL Navigator, PL/SQL, Enterprise Application Software (EAS), XML, Windows XP, UNIX, MS Office, SOAP UI

**Coventry Healthcare Inc, Newark, DE**

**06/2011 - 08/2012**

**Sr. QA Analyst / Tester**

Coventry Health Care, Inc. operates as a managed healthcare company in the United States. The company's Health Plan and Medical Services segment provides health plan commercial risk, Medicare advantage, and Medicaid products. It also offers commercial risk products, including health maintenance organization, preferred provider organization, and point of service products to individuals and employer groups. National in scope, yet local in focus, Coventry's Medicaid expertise helps communities around the nation support their Medicaid recipients gain control over their health challenges.

The project was to upgrade the system that currently uses HIPAA 4010 to comply with HIPAA 5010. Gap Analysis was performed and changes were identified in HIPAA 5010 so as to upgrade the Medicaid Management information System (MMIS) to comply with the new standards mandated by HIPAA.

**Responsibilities**:

* Identified the requirements for accommodating HIPAA 5010 standards for 837P transactions and captured these requirements to develop new GUI for the internet based application.
* Participated in setting up testing environment.
* Involved in preparing Test Cases based on business requirements.
* EDI Conversion from 4010 to 5010.
* Tested HIPAA Transactions and Code Sets Standards such as 834/835 transactions.
* Tested 834/ 835 transactions with File Aid.
* Authored and executed Test cases for Claims and Customer Service Workflow by manually.
* Responsible for writing the Test Cases and Test Scenarios based on the Functional Specification and technical Specification and documented in Mercury Quality Center.
* Executed Automated Test scripts using QTP.
* Inspected and worked on HTTP web services application and on SOAP APIs.
* Tested XML request and responses using SOAP UI and HP Service Test.
* Recorded scripts in QTP to perform Functionality testing.
* Worked with providers and Medicare or Medicaid entities to validate EDI transaction sets or Internet portals. This includes HIPAA 4010; 834, 835 and others.
* Perform functional, exception and scenario testing.
* UAT testing for HIPAA 4010 and 5010 projects including legacy testing and HIPAA requirements and compliance mandates.
* Logged the errors, reported defects, determined repair priorities and tracked the defects until resolution using Mercury Quality Center.
* Extensively used SQL statements to query the Oracle Database for Data Validation and Data Integrity.
* Responsible for performing System and integration testing for release.
* Identified, analyzed and documented defects, error and inconsistencies in the application using Quality Center.
* Performed Framework testing by validating XML responses.
* Created and maintained Test Matrix and Requirement Traceability Matrix and performed GAP Analysis.
* Performed User Acceptance Testing (UAT).

**Environment**: Mercury Quality Center, QTP, MS Visio, Word, Excel, PowerPoint, CMMI, Facets, SQL, Oracle and EDI.

**BlueCross BlueShield of Louisiana**

**11/2009 - 05/2011**

**Sr. Quality Analyst / Tester**

BlueCross BlueShield of Louisiana upgrade to HIPAA 5010A1 new sets of standards that regulate the electronic transmission of specific health care transactions, including eligibility, Claims status, referrals, claims and remittances. Covered entities, such as health planes, health care clearing houses and health care providers are required to confirm to HIPAA 5010A1 standards.

**Responsibilities**:

* Analyzed system functional specifications and developed test plans, test cases to cover overall quality assurance testing and Performed efforts estimation and tracking them throughout STLC.
* Developed and Maintained Test plan and Test cases using Quality Center.
* Performed Build Verification testing, User interface testing, and User Acceptance Testing.
* Worked extensively on HIPAA 5010 all X12 transactions 837(P, D and I), 835-Remittance advice, 270/271- Member eligibility and response, 276/277-Claims status and response, 834-Member enrollment, 835- Remittances, 278- Prior authorization.
* Tested all the HIPAA X12 related 5010 rules are based on the latest TR3 documents
* Tested all the HIPAA X12 validations implemented as part of EDIFECS project and their validation rules
* Tested all the Blue Exchange related 5010 rules are based on the Blue Cross Association documents
* Tested the data stored in the database is correct with the help of SQL queries
* Interacted and worked with the development team to solve the problems encountered in the test scenario run
* Tested sending/receiving all transactions through Blue Cross Association's Blue Exchange routing process for out of state member
* Performed web services testing with XML Files for eligibility requests & responses and claims requests and responses
* Conducting technical walk- through sessions and Daily stand up calls with team
* Coordinate the offshore team and update the status to manager
* Conducting weekly status update meetings with Project manager to discuss the status of Projects and involved Implementation plan for production.

**Environment**: HP ALM(QC), Quick Test Professional, SQL Navigator, PL/SQL, SIEBLE, Enterprise Application Software(EAS), XML, IBM Rational Requisite, RFH Tool, Windows XP, UNIX, MS Office.

**Department of Health & Human Services, Augusta, ME**

**04/2008 - 10/2009**

**QA Analyst / Tester**

The Management Services Organization (MSO) provides administrative, claims processing and care management services and systems to physician groups and IPAs. Health Care Partners is currently redesigning the MSO. The Key objectives are to increase accuracy rates, Increase auto adjudication rates, Enhanced web based, customer-facing platforms, Increase EDI rates, Decrease cost per claim, Create platform for membership growth.

**Responsibilities**:

* Testing and re-engineering of 835,837,270,271,276,277 ANSI X12 Formats
* Conduct daily status meeting and defect meetings with stake holders
* Closely work with Business and Application coordinators regarding the testing activities
* Scheduling training sessions to team members in new technologies and projects in compliance with HIPPA
* Thorough documentation of testing procedures and methods
* Testing the database in IDX DBMS module
* Actively participated in design meetings
* End -End testing of claim processing of HMO, MEDICARE, MEDICAL claims in IDX.
* Testing the interest calculator for unpaid claims
* Testing the EDI claims(X12) including HMO, MEDICAL (MEDICAID), and MEDICARE.
* Extensively used SQL Server for testing the back end claim database
* Generating reports from IDX DBMS as requested by the business
* Develop Test plan, Test scenarios and Test cases
* Preparing test summaries report for every release using the IBM Rational Clear Quest
* Created Schemas for preparing defect templates and defect databases using Rational Clear Quest Designer by customizing forms, templates and action matrices
* Used Rational Clear Quest defect tracking system for bug-reporting
* Conduct daily status meeting to analyze the testing activities
* Involved in System testing, Functional testing, Regression testing

**Environment**: Rational Clear Quest, SQL Server 2005, SQL, Microsoft Office, MS Project.