**Summary**

* 6+ years of diversified experience in the field of IT, Quality Analysis and Software Testing in Health Care industry
* Experience in analysis of system specifications and business requirements.
* Manual Testing skills include White Box Testing, Black Box Testing, User Acceptance Testing, System Testing, Regression Testing, Integration Testing, Load Testing. Security Testing, Joint Alliance testing and Smoke Testing.
* Experience in writing Test cases and Test plans based on use cases and involved in manual testing of EDI applications.
* Extensively worked on HP Quality Center for tracking various defects that arise during submission of claims.
* Performed various types of testing like Functional Testing, Unit testing, Integration Testing, System Testing, Performance Testing, Regression Testing, User Acceptance testing (UAT), End to End Testing, and Smoke Testing.
* Experience in working on Automation testing tools like HP Quality Center, Quick Test Pro.
* Hands on experience using Oracle and extensive experience in writing SQL Queries.
* Strong leadership, interpersonal, analytical and communication skills
* Experience in FACETS claims Adjudication system.
* Expertise in SQL scripts used in manual testing both front-end and back-end.
* Expertise in writing Test Plans and Test Cases and requirements.
* Expertise in QA methodology and Software Development Life Cycle (SDLC).
* Working knowledge of HIPAA X12 standards for electronic data interchange.
* Experience in working with UNIX environment, Shell scripting.
* Experience in using Quality Center for building test scripts and using Test Lab for execution and defect tracking.
* Comfortable in working solo and in a team environment.
* Excellent troubleshooting, tracking bugs and issue resolution skills.
* Extensive experience with testing Multi-Tier application architecture.
* Expertise in Data Driven Testing (DDT) and creating reusable functions.
* Efficient in delivering tasks, team player with good communication and interpersonal skills.

**Techincal skills:**

|  |  |
| --- | --- |
| Operating Systems | Unix, Windows, Linux |
| Programming Languages | C, C++, Core Java, Visual Basics, Bash shell Scripting |
| Testing Tools | Quick Test Professional (QTP), Quality Center |
| Bug Tracking/Reporting | Quality Center, JIRA, Bugzilla, Clear Quest |
| SDLC/Methodologies | Waterfall, Agile, Scrum, RUP |
| Databases | Oracle, SQL Server |
| Web Technologies | HTML, PHP, XML, and JavaScript |
| Software/System Knowledge | Documentum, SAP, Oracle, MS-Office products, MS Sharepoint |
| EDI X12 Transaction sets  (Versions 4010 and 5010 as applicable) | 835, 837, 270/271, 276/277, 834, 997, 999,278 |

**Professional Experience**

**ENGAGE POINT, St Paul, MN (Apr' 13–Present )**

**Senior QA Analyst**

Engage point is an IT services company and healthcare software that delivers much needed solutions to state health agencies, as well as to commercial and administrative payers, that are lacking the innovative tools and services they require to meet the needs of their key stakeholders.I worked on the claims processing module of the Group Approval Process (GAP). The claims processing module involved Receipt and Verification of Claim Forms (837) and Claims Attachments (275), Claims Enquiry and Response (276/277), Enrollment Implementation Format (834), Adjudication, EFT and ERA (835) as per HIPAA guidelines. I was involved in the development of the claim management data warehouse to assist claim professionals to analyze and administer the claims in an efficient manner. The operational data came from multiple sources and was then loaded into claim management data warehouse.

**Responsibilities**:

* Created UML Use cases out of BRD document prepared by the Business.
* Created Test Plans, Test Cases to depict the flow of Claims Inbound and Outbound of THP.
* Validated data at the Backend to ensure that all the Claims related data has been loaded to the corresponding Data Sets in the Backend and the pricing for these Claims is done as per the Standards.
* Executed ETL scripts to populate all the Priced Claim information from Backend i.e. HP9000 systems to the front-end database like Oracle and SQL Server.
* Performed JAD sessions with the Business and the IT Teams to drive the Requirements and ensure that everybody is on the same page.
* Conducted Web Meetings with Offshore team members to ensure that everybody is on the same page.
* Analyzed the current state of existing online EFT enrollment.
* Used the data flow of EFT and ERA processes to understand the system.
* Involved in writing Test plans, Test cases and responsible for executing the Test Scripts.
* Performed Smoke, Integration, Functional, Regression, and System testing.
* Interacted with Business users and Technical team in providing clear solutions to requirements.
* Involved in testing HIPAA EDI Transactions and mainly focused on the PA and Eligibility Transactions.
* Facilitated self service EFT/ERA enrollment for HIP and GHI providers.
* Experience working with HIPAA 4010A and HIPAA 5010.
* Experience in validating and driving the requirements for the conversion of the HIPAA 5010 from HIPAA 4010, this new NCPDP Upgrade supports the HIPAA mandate to be fulfilled for all the EDI transactions i.e. Claims, Claim Status Inquiry/Response, and Payment Remittance etc.
* Involved in documenting the Claims Adjudication process at the Back end AS400 systems.
* Experience testing claims like UB04, UB-92 and claims with single and multiple attachments
* Performed testing for 837I and 837P transactions of the HIPAA 5010 version.
* Transactions focused on were 270,271,276,278,834, 835, and 837.
* Worked Extensively with Inbound 837 I and 837 P, 835s (Outbound) claims processing systems.
* Used FileZilla for converting Business rules as into Processing Modules and for FTP purpose.
* Involved in loading the flat files into Oracle Database and involved in writing Complex SQL Queries.
* Have written and executed SQL queries to ensure that Legacy Id’s are associated with NPI’s appropriately and no Duplicate or Improper allocation of NPI’s are done.
* Have written “having-count” SQL queries to determine the NPI’s that have more than one Legacy Id within the ODS.
* Involved in generating Weekly/Monthly System Test Reports using Quality Center 9.2
* Involved in writing Complex SQL Queries using TOAD to validate the loads for Caremark and DEA.
* Involved in executing Maestro Schedules in UNIX Environment.

**Environment:** EDI X12N 5010, EDI X12N 4010, XML, SQL, MS Access, UNIX, Oracle Run Time, Facets, Windows and Internet Explorer

**Med Point, Woodland Hills, CA (Nov' 11 – Feb 13)**

**QA Analyst**

Project was about developing a secured web portal to enable the authorized clients to have quick access to patient's electronic health records. The project also involved implementation of Claims processing module, which involved Receipt and Verification of Claim Forms (837) and Claims Attachments (275), Claims Enquiry and Response (276/277), Adjudication, Healthcare Claim Payment/Advice (835) as per HIPAA guidelines.

**Responsibilities:**

* Work closely with the SCRUM team to create test scripts and test cases to ensure coverage of all areas of the product/feature(s)
* Developed Test Plans, Test Cases to test the Screens and workflows for Quality Assurance.
* Involved in automating the test scripts using Testing Anywhere tool
* Work in **Agile, scrum, and sprint environment** in order to change the requirements and features set.
* Prepared the Business Requirement documents (BRD), Functional requirement documents (FRD), Use case narrative for transaction sets 837, Inbound-Professional, institutional, dental claims, 835 Outbound transactions, 270/271Eligibility Request and Response, 277CA (Health Care Claim Acknowledgement) as per the requirements.
* Supported the client with project planning, defining the project scope, analyzing requirements, prioritizing, design, testing, system documentation and user training documentation through the entire Software Development Life Cycle (SDLC)
* Prepared project plan based on requirements given by Health Business group.
* Worked with HIPAA compliant EDI ANSI X12 837 transactions mapping for both professional claims and institutional claims.
* Developed test cases, creating test scripts, analyzing bugs, and assisted with Quality assurance and development teams in defect management and User Acceptance Testing (UAT)
* Assisted with Testing and Certification of EDI transactions as per HIPAA guidelines to help ensure transactions are compliant with standards, and requirements.

**Environment:** MS Visio, Quality Center, MS SQL Server, MS Office (Word, Excel, PowerPoint)

**Cardinal Healthcare - Dublin, OH (Dec' 10 – oct 11)**

**QA Analyst**

Cardinal Health Specialty Solutions (CHSS) provides strategic consulting, healthcare analytics and promotional services to the specialty pharmaceutical and biotech industries. Cardinal innovative technology and healthcare analytics are designed to maximize the commercialization plans. It support customers by providing the Consulting, Healthcare analytics, Promotional campaigns and programs, Meeting planning logistics.

**Responsibilities:**

* Responsible for creating complete test cases, test plans, test data, and reporting status ensuring accurate coverage of requirements and business processes.
* Analyzing requirements and creating and executing test cases
* Performing manual testing by performing the operations mentioned in the design steps. Compared the expected results with the actual outcome and recorded the results.
* Modifying and creating SQL Queries and stored procedures for quality assurance and analysis.
* Performing backend testing of the DB by writing SQL queries to test the integrity of the application and Oracle databases.
* Wrote and modified SQL validation scripts, and writing scripts in SQL to validate the outputs.
* Formulating the QA plan for black box testing of the application including Functional, Regression, Integration, Systems and User Acceptance Testing.
* Performing database testing to verify backend database transactions.
* Coordinating user acceptance testing activities for business groups and IT.
* Involving in communication between UAT team members, business leaders, and IT.
* Participates in application release planning and status sessions.
* Created, maintained and updated regression suites upon receiving new build.
* Modifying and executing test scripts for web based environment-using Quality Center.
* Creating traceability relationship between requirements in the same module and between different modules.
* Extensively used Quality Center for documenting, organizing and tracking requirements.
* Involved in the retest the existing test cases with the different kind of source systems for different periods of data.
* Preparing documentation for some of the recurring defects and resolutions and business comments

**Environment:**HP Quality Center, Oracle, QTP, SQL, PL/SQL, DB2, SQL\*Plus, UNIX, shell scripting.

**Humana Inc - Louisville, KY (Apr' 08 – Nov 10)**

**QA Analyst / Tester**

Humana Inc. is a Louisville, Kentucky -based for-profit American managed healthcare company that markets and administers health insurance in the United States. Humana has over 13 million customers in the U.S. Worked as a member of the team of QA testers, involved in designing test cases, writing test cases, execution of test cases and documenting the findings

**Responsibilities:**

* Internal & External review of Test plan and Test cases.
* Build setup on Test environment and installation Testing.
* Used Quality Center for storing test cases and QTP scripts, also used Team Track for defect tracking and reporting purpose.
* Analyzed research on operational procedures and recommend changes for improvement with an emphasis on automation and efficiency.
* Created Test Plan, Test Scenarios, Test Strategy documents based on BRDs, TRDs and Use cases that were developed by Business Analysts.
* Participating in White box testing of the Structural units/components of the software
* Tested the application by writing SQL Queries and creating pivot views as to perform back-end testing.
* Responsible writing Test Plans, Test Cases and Test Scripts using manual and automated testing tools from Rational and Mercury Interactive such as test Director, Winrunner.
* Involved in writing Test Plans and Test Scripts for Manual and Automation Testing.
* Automated Test Cases for Functional and Regression Testing using QTP.
* Wrote Test Cases in MS Excel for user registration, access to training material, and activity log-in, reviewed the test cases and finalized
* Involved in writing and implementation of the Test Cases.
* Developed test related documents including Test Plans, Test Procedures, Test Cases and Test Scripts.
* Utilized test Methodologies and automated the functional testing.
* Documented the outcomes of all the testing in MS Word and MS PowerPoint

**Environment:** Windows Xp, MS Office,QTP, Win Runner, Test Director, MS Visio, MS project, Load Runner,Quality Center, SQL, SQL Server, XML

**Education**: Masters