**OBJECTIVE**

To make a contribution and add value in a fast-paced team environment by utilizing my proven software testing skills and abilities, and my diversified experience in software quality assurance, to ensure the company’s sustained growth and continued success.

## CAREER SUMMARY

* With around 7 years of IT Experienced in Prepared documentation such as business requirements and functional specifications based on business needs and used the information to develop detailed comprehensive test strategies to verify system changes to meet the needs of the client.
* Strong diversified knowledge in Healthcare and Retail businesses.
* Experienced in developing Test Plans and Test Cases for different types of software testing.
* Proficient in both Manual and Automated Testing Tools such as QTP, Win Runner, Load Runner.
* Extensive knowledge of SDLC (Software Development Life Cycle) methodologies.
* Experienced in Software Development Life Cycle (SDLC) and Project Life Cycle specialized in Healthcare domain with prime focus on claims adjudication, billing, provider, eligibility and prior authorization for Medicare, Medicaid and Blue Programs.
* Experienced in various types of testing including Sanity Testing, Smoke Testing, Blackbox testing, Functionality Testing, Performance Testing, Volume Testing, Unit Testing, Integrated Testing, System Testing, Positive and Negative Testing, Security Testing and Regression Testing of, Web Based and Client-Server applications
* Good experience working with Claims Processing ITS, Subscriber/Member enrollment, Billing and Provider applications in **FACETS**.
* Performed Back End Testing by executing SQL queries.
* Experience in working with different modules of **ALM/Quality Center** such as Requirements, BPT, Test Plan, Test Lab and Defects.
* Involved in maintaining Test Matrix and Traceability Matrix and performed Gap Analysis
* Performed User Acceptance Testing (UAT) manually.
* Participated in design walkthroughs and verified QC Test Scripts and results.
* Tracked and reported on test execution.
* Good Documentation and Process Management skills with an ability to effectively understand the business requirements to develop a quality product.
* Effective Time Management Skills and consistent ability to meet client deadline.
* Assisted the Project Manager Plan, Coordinate, and Monitor project levels of performance and activities to ensure project completion.
* Excellent project planning, design and management skills.
* Excellent analytical, problem solving, presentation, and interpersonal skills.
* Good team player with excellent communication skills and ability to lead, manage and work independently in a time sensitive environment.

**TECHNICAL SKILLS**

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| --- | --- |
| TESTING TOOLS | Win Runner, Load Runner, **QTP**, **SOAPUI** |
| BUG REPORTING | Test Director , **ALM/Quality Center**, CQTM |
| REQUIREMENT MGMT TOOLS | CaliberRM, Rational Requisite Pro |
| PROGRAMMING LANGUAGES | SQL, TSL (Test Script Language), VB Script |
| RDBMS | Oracle, MS Access, My SQL |
| OFFICE SOFTWARE | MS Office (Outlook, Word, Excel, PowerPoint) |
| OPERATING SYSTEM | Windows 95/98/XP/2000/VISTA/, UNIX/LINUX |
| WEB TECHNOLOGIES | J2EE, JAVA, HTML, XML,.NET, ASP.NET, HTML, BEA WEBLOGIC, BEA WEBLOGIC PORTAL FRAMEWORK |

**PROFESSIONAL EXPERIENCE**

**Premera BCBS, Mount Terrace, WA**

**May 11 – Present**

**Sr. QA Analyst**

**Project 1:** Premera Blue Cross is the leading healthcare insurance provider of the state of Washington. It offers affordable individual and group health plans, worldwide coverage, extensive networks, prescription drug coverage, leading health improvement programs and more. As a Quality Analyst I was working on a conversion upgrade project of Trizetto **FACETS**

**Responsibilities:**

* Analyzed the **FACETS** Requirements and conducted gap analysis.
* Conducted Business validations for different **FACETS** modules Providers, Billing, Claims and Membership
* Involved in preparing the Automation Design document, identifying the test cases to be automated for Regression Testing using QTP.
* Performed Functionality testing during the various phases of the application and analyzed the results using QTP.
* Work in Agile, scrum, and sprint environment in order to change the requirements and features set.
* Involved in FACETS Implementation, involved end to end testing of FACETS Billing, Eligibility, enrollment, Claim Processing and Subscriber/Membership module.
* Actively participated Agile and scrum meetings, review and developed test scenarios.
* Prepared automated scripts for Maintenance and Regression testing using QTP.
* Conducted GUI/Usability Testing and Black Box Testing according to specifications.
* Performed Business Process Testing using BPT (Business process testing) module of **ALM/Quality Center** and QTP.
* Created test scripts for Security, Positive, Negative and User Acceptance Testing (UAT).
* Tested SOA processes and methodologies used to deliver Customer order application, New Web application for quality standards interface to meet customer expectation.
* Assisted in developing test plans for testing the functionality, GUI, and security.
* Involved in **FACETS** Implementation, involved end to end testing of **FACETS** Billing, Claim Processing and Subscriber/Member module.
* Bug Reporting and Tracking using **ALM/Quality Center**
* Functionally validated Web Services delivered in SOAP XML format as provided in specification document
* Verified the test cases and test scripts written by Jr. Testers.
* Prepared EDI files to validate EDI transaction sets.
* Work with the Business users (SME’s) to gather test data.
* Conducted the defect report using Document Generator in **ALM/Quality Center**
* Involved in UAT testing.

**Environment: FACETS 4.71/5.01**, Citrix, VB Script, Tidal Scheduler, SQL, MS Visio, MS Outlook, **ALM/Quality Center, Quick test Professional**

**AmeriGroup Virginia Beach, VA**

**Jan 10 – Mar 11**

**QA Analyst/Facets Tester**

AmeriGroup Corporation is a multi-state managed healthcare insurance company focused on serving people who receive healthcare benefits through publicly sponsored programs, including Medicaid, Medicare, State Children’s Health Insurance Program (SCHIP), Family Care and Special Needs Plans (SNP). There were multiple ongoing projects at Amerigroup where multitasking was a key to success.  Namely, Amerigroup was undergoing eligibility system conversion from the Legacy system to **FACETS** as well as collaborating with the third party to offer OTC benefit card for real-time healthcare transactions to its Medicare members. My role in the projects entailed test case documentation for the Tennessee Medicaid application groups’ data conversion to **FACETS** and gathering requirements to create test cases for **FACETS** and securely transmit them to the corresponding vendor.

**Responsibilities:**

* Responsible for review of requirements from Business Functional Specifications and conducted code as well as application design walkthroughs with Business, dev. team and test team members respectively to create Application Design Document.
* Performed Gap analysis and assessed risks of the project
* Huge working experience in SOA testing
* Followed Agile Methodology to emphasize on real time communication over written documentation.
* Conducted Business validations for different **FACETS** modules Providers, Claims, enrollment and Membership
* Automated test scenarios for **GUI,** Functionality and performed **data driven testing** on the application inserting different data in excel sheetusing **QTP**
* Participated in building automation test scripts based on BPT module of Quality Center.
* Prepared Test Plans and Test Cases based on the functional requirements and **HIPAA** regulations like 834, **837, etc.**
* Participated in the management of testing project with the help of QTP.
* Performed Manual Testing to check the usability of the application.
* Executed Configuration Testing to check if the application was compatible in different environment for each module of the application.
* Created test cases manually to perform different types of testing such as positive/negative, functional/regression, interface, black box, white box, performance testing, smoke/sanity testing, etc.
* Part of a team for testing **FACETS** Accumulators
* Involved in **FACETS** Implementation, involved end to end testing of **FACETS** **Billing, Claim Processing and Subscriber/Member module.**
* Set claim processing data for different **FACETS** Module.
* Tested **HIPAA** regulations in **FACETS** **HIPAA** privacy module.
* Conducted Back-End Testing manually for the purpose of Database Integrity.
* Developed test scripts in SQL to check the data integrity from the databases
* Bug Reporting and Tracking using **Quality Center**
* Performed User Acceptance Testing (UAT)
* Generated defect reports using **Quality Center** and presented using MS Office tools

**Environment: FACETS**, SQL plus, VB Script, MS Visio, XML, MS Outlook, Test Director, **Quality Center**, QTP

**Sandata Technologies, Port Washington, NY**

**May 08-Dec 09**

**QA Analyst**

Sandata provides home healthcare to its customers nationwide. The health system was designed for small and large clinics, to keep track of all management matters, patients' account information, and doctors' information and billing records, patients' treatment and test done in the laboratory, patients' current insurance information. It was designed to provide access to information on all activities. Tested benefit programs across multiple companies and lines of business for the claims, Pricing, memberships, providers database, billing, account payables and account receivables and reconciliation modules. It also stores all relevant documentation offsite like policies, training manuals, provider’s contracts and enables fast processing of claims when needed most.

**Responsibilities:**

* Executing System Test scripts developed in Test Director manually.
* Developed Test scenarios, Test Scripts and Test cases based on Requirements, and performed GAP Analysis.
* Prepared Test Cases based on business requirements and business rules for HIPAA EDI Transaction.
* Used SQL queries to validate the data between the backend and the front end
* Extensively worked in preparing the EDI transmission files, dropping them in Inbound, Outbound Interfaces and validate the data according to our test scenarios.
* Performed Database testing using SQL queries
* Testing of the functional and navigational aspects in various modules using WinRunner
* Identifying Test Cases to be run for Regression Testing and conducting Regression Testing as and when new builds were made.
* Involved in reviewing complex SQL queries, views, functions and stored procedures and spotting issues before/during code migration.
* Worked with the QA Lead in QA Audits, planning, reporting, and corrective actions
* Managed Project description and defining the design steps in Test Director.
* Performed functionality testing on Membership Module.
* Performed Regression testing on Provider contract maintenance, reports and renewal screens.
* Comparison of the reports on membership listing, provider listing and transaction reports after the batch cycle of the submitted jobs.
* Performed GUI regression testing using Win Runner.
* Assisted in setting up UAT (User Acceptance Testing) environment.
* Created meaningful reports for analysis and integrated the Performance Testing in the SDLC.
* Investigated and reported bugs using Defect Module in Test Director.
* Generated reports and statistics, correct human errors, and explain changes and adjustments within the production system
* Participated in Walkthroughs and Inspection meetings to review.
* Authored test case scenarios in Excel spread sheet and export them into Test Director.

Environment: Windows, Test Director, PL/SQL, QNXT, Oracle, MS SQL Server, EDI, Java, HTML, Windows

**Amazon, Seattle, WA**

**Mar 07 – Apr 08**

**QA Analyst**

Web-based e-commerce application accessed by potential customers to buy books, toys, gifts, electronic goods and games online. The selections made by a customer are stored in a Shopping Cart and a Profile of the customer is created (or verified for an existing customer using Login ID and Password). Subsequently, the customer enters the Credit Card information, which is then processed. I was involved in the functionality, security, and configuration testing of the application on different browsers.

**Responsibilities:**

* Developed Manual test scenarios and test cases from Business Requirements and Design Documents
* Prepared Manual Test Scenarios and Test Cases for the Application under test.
* Was responsible for tracking and writing the Traceability Matrix.
* Participated in co-ordination and implementation of QA methodology.
* Executed test cases manually and verified actual results against expected results.
* Drafted test strategies, test cases and test plan based on functional specification.
* Performed manual testing at initial stages followed by majority of automated testing
* Performed negative and positive testing manually, along with functionality testing
* Interacted with developers and the Business on a regular basis for enhancing the requirements.
* Instrumental in leading the team for Test Run Iterations/Data driving test for better implementation.
* Was involved in User Acceptance Testing and interfaced with automation team to ensure the automated scripts comply with system test requirements.
* Wrote test cases based on decomposition document to execute testing.
* Performed data integration testing on the application
* Debugged the Database for accuracy of data
* Reviewed Business Requirement Documents and the Technical Specification.

**Environment:** Windows, Win Runner, Test Director, DOORS, DB2, Java, UNIX, IIS, SQL, HTML, ASP.NET

**EDUCATION**

Masters in Business Administration