**PROFESSIONAL SUMMARY:**

* Over 6 years of experience in both manual and automation testing on web based applications and client server applications
* Strong HIPAA EDI 4010 & 5010 with ICD-9 & ICD-10, analysis & compliance experience from payers, providers and exchanges perspective, with primary focus on Coordination of benefits.
* Strong knowledge of EDI Claims, member enrollment, and billing transactions
* Knowledge of health information and health care services regulatory environment including HIPAA, Medicaid/Medicare, ICD -9 and ICD-10.
* Experienced with TriZetto Facets Application Groups: Claims Processing, Guided Benefit Configuration, Medical Plan, Provider, Subscriber/Member, Utilization Management, Enrolment and Billing.
* Experience in HIPAA EDI transactions 837 (Institutional/Professional), 835(Payment Remittance Advice) 270 (Eligibility Request) / 271 (Eligibility Response), 276 (Claims Status Inquiry Request) / 277 (Claims Status Inquiry Response), 834(Benefit Enrollment and Maintenance Transaction), 278(Prior Authorization) and 997(Transaction Acknowledgement).
* Strong experience in writing complex SQL queries for Backend testing
* Expertise in Claims, Subscriber/Member, Plan/Product, Provider, and Billing subsystems.
* Extensive experience working with full Software Development Life Cycle (SDLC) in different methodologies such as Waterfall and Agile/scrum.
* Ability to effectively prioritize and execute tasks in a high-pressure environment.
* Experience working in a team-oriented, collaborative environment.
* Experience in bug tracking reports using bug tracking tools such as HP Quality Center and ClearQuest.
* Expert in automation testing using HP UFT and JIRA to generate scripts for both functional and regression testing.
* Ability to perform API functional testing using SOAPUI
* Proficient in different types of testing such as functional testing, unit testing, integration testing, regression testing, user acceptance testing (UAT), Browser testing, load testing and stress testing of Web-Based applications and Client/Server applications
* Capacity to multi-task several testing activities concurrently
* Participated in formal and informal reviews, walkthroughs and verified QC Test Scripts and results.
* Possess excellent organization skills with the ability to adapt to a new environment.
* Ability to lead and work in a team or work independently.
* Good Documentation and Process Management skills with an ability to effectively understand the business requirements to develop a quality product.

**TECHNICAL SKILLS:**

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| **Test Management Tools** | HP QTP/UFT, SOAPUI, Test Director, Quality Center, Rational Clear Quest, JIRA, Load Runner, |
| **Bug Reporting Tools** | Quality Center, HP ALM, ClearQuest |
| **Operating Systems** | Unix, Linux, Windows NT/2000/XP/Vista/7 |
| **Languages** | VB Script, Java Script, XML, Visual Basic, SQL, HTML, C# |
| **Databases** | MS Access, SQL Server, Oracle |
| **Data warehouse** | SSIS, SSAS, SSRS, Crystal Reports |
| **Office Tools** | MS Word, MS Excel, MS Project, MS Outlook, MS PowerPoint |

**PROFESSIONAL EXPERIENCE:**

**Rex Healthcare Hospital, Raleigh, NC Dec 2013 – Present**

**Senior QA Tester**

The Rex Healthcare Hospital has to comply with CMS mandated ICD-10 requirements within very tight deadlines. The scope of the project is to collect the detailed information from various areas of the hospital and gather the requirement regarding all the applications, which are currently in use in hospital. The purpose of the project is to define the roadmap for implementation and analyze the collected data in order to fulfill the change from ICD-9 to ICD-10.The project also involved in upgrading current version of HIPAA 4010 to HIPAA-compliant version 5010.

**Responsibilities:**

* Reviewed Business Requirements with Business Analyst, Project Manager and Lead Developer to learn the functionality of the application.
* Managed the Application Development efforts in support of the Amisys Claims and Billing system, in addition to Electronic Data Interchange processes
* Used EDIFECS spec builder to manage claim transaction and billing application requirements.
* Performed regular verification sessions and walk-through sessions to check the proper functioning of the application
* Performed Online Security testing of different profiles in Facets.
* Involved in Trizetto Facets System implementation, Claims and Benefits configuration set-up testing, Inbound/Outbound Interfaces and Extensions, Load and extraction programs involving HIPPA 837 and proprietary format files and Reports development.
* Involved in providing education about the ICD-10 codes and 5010 standards, its requirements, complexity and accuracy to Physicians and Nurses of the hospital. Figured out the requirement of training in various departments of the hospital based on their daily work.
* Actively worked on Data analysis and Report analysis with respect to ICD-10 impact.
* Extensively involved in testing Trizetto's Facets and mainly involved in Enrollment and Eligibility modules.
* Involved in Facets Output generation, Interface development and Facets Migration Projects.
* Provided analytical solution to the customers for Facets Production Issues
* Identified risks, problems, requirements and concerns of the Hospital in order to comply with ICD-10 changes.
* Validate different EDI formats and transactions under HIPAA compliance.
* Involved in re- engineering of the EDI Gateway to assist in the development of HIPAA repository to process 5010 claims.
* Worked on conversion of ICD-9 CM and PCS codes to ICD-10 (Clinical Modification and Procedure Coding System) codes and conversion of all EDI HIPAA X12N-4010 transactions to HIPAA X12N-5010 version.
* Used EDIFECS spec builder to manage claim transaction and billing application requirements.
* Tested and Validated Request and Response of XML using SOAP UI.
* Using EDIFEC SpecBuilder to develop Companion Guides for providers, third party billers/trading partners.
* Responsible for the complete design, development and implementation of 834, 835,837,270,271 using Gentran ODBC functionality.
* Performed Functional and GUI testing on Facets 5.01 Billing, Customer service and Subscriber application under Facets.
* Analyzed the responses of the web service using SOAP UI and validating the data in backend.
* Developed automated test scripts using QTP and performed functional and regression testing.
* Experience working on Facets Interface development and Facets Migration and Conversion Projects
* Vast knowledge and experience in Health Care industry, experienced in testing different healthcare ERP solutions such as FACETS, MedPlus, EPIC and other claim processing solutions.
* Performed impact analysis on applications for deadliness of ICD-10 conversion.
* Used HP-QC for Test Planning, Test Designing, Test Analysis, Test Execution, Defect Tracking and Reporting.
* Used SOAP UI for web service testing like validating the response of claim processing.
* Wrote extensive SQL queries for Back End testing also verified the data from the Oracle database.

**Environment:** TrizettoFacets, Agile,Quality Center, QTP, J2EE, Manual Testing, LINUX, Windows 2000, Oracle, HTML and IIS, JAVA, My SQL**.**

**Coventry Healthcare, Richmond, VA Feb 2012 – Nov 2013**

**QA Analyst**

This is a legacy conversion system, which initiates all the necessary procedures, standardizes and validates the data according to HIPAA regulations, and provides error processing for the transactions that could not be fully processed through the system. The new application also allows the agents to track and manage the status of a health benefit claims.

**Responsibilities:**

* Prepared Test Plan and Test Cases according the business requirements.
* Participated in setting up testing environment.
* Developed test cases and scripts using Quick Test Pro for Functionality, Security and Regression Testing.
* Designed, Developed, Maintained and Documented POS Business Applications and interfaces for multiple environments.
* Strong Knowledge and experience testing of POS vendors (IBM 4690) and retail.
* Extensive GUI / Usability interface Checkpoint testing.
* Created Text area Checkpoints to test the properties of the text in the application using QTP.
* Tested the properties of the tables using table checkpoints using Quick Test Pro.
* Created page checkpoints to test the properties and contents of the web page using Quick Test Pro.
* Involved in all facets of project cycle including architecture, documentation and testing.
* Conducted Parameterization to data tables using Quick Test Pro.
* Created Multiple Actions using Quick Test Pro.
* Created Scenarios to conduct the load test using Load Runner.
* Performed Configuration Testing.
* Involved in validating Claims data in FACETS.
* Conducted Back-end and Regression testing during the various phases of the application.
* Performed Back-End Testing using SQL queries.
* Performed Load, Stress and Performance Testing using Load Runner.
* Conducted IP Spoofing using Load Runner Controller.
* Used the Load Runner Online Monitors to monitor the possible bottlenecks in the application.
* Assisted the UAT support team
* Analyzed test strategies, test cases for UAT.
* Involved reporting and tracking the defects using JIRA.
* Used Test Director to run manual and automated tests, report execution results.
* Conducted result analysis and interacted with developers to resolve bugs.
* Participated in the project meetings.

**Environment**: Oracle, JIRA, FACETS, J2EE, Windows 2000/XP, IIS, QTP, Load Runner.

**Pacific Source Health Plans, Springfield, OR Sep 2010–Jan 2012**

**QA Analyst**

PacificSource Health Plan delivers healthcare solutions to businesses and individuals throughout the Northwest. The project implements EDI 834 Enrollment Transactions for the Federal Exchange. It was purposed to augment members experience with new enrollments, changes in a member’s enrollment, re-instatement of a member’s enrollment and disenrollment of members using Facet Integrated Management System.

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**Responsibilities:**

* Attended walkthrough to familiarize with myself with the project.
* Reviewed Business Requirement Document and Functional Requirement Document.
* Prepared Requirement Traceability Matrix and maintained it.
* Prepared test scenarios and test cases based on the Functional Specification Document.
* Recorded and ran test scripts using UFT
* Wrote scripts to add logic to the test scripts already created in performing functional and regression testing.
* Performed Back-End Testing Using SQL Commands (MS SQL Server).
* Logged and reported defects, tracked the defects until got fixed and closed.
* Performed different flavors of testing like, functional, regression, smoke, sanity, user acceptance testing, and cross browser testing.

**Environment:** Facets, EDI, XML, QTP, Quality Center, Window, MS Office, Oracle

**UnicareCorporation, Indianapolis, IN Jan 2009–Aug 2010**

**QA Analyst**

Involved in an application where user can find the status of the member at any instance. This would help health insurance with its Membership and Claims Management Information Tracking System, Finance and Utilization management System modules, which integrate directly with FACETS. Member Status Rewrite system has system components like Activate pending member, close pending member, Terminate active member, Reinstate Closed Member, Reinstate Termed member.

****Responsibilities:****

* Reviewed Business requirement Documents and functional requirements.
* Maintained Requirement Traceability Matrix (RTM) to make sure that test plans were written for all the requirements.
* Analyzed system requirements and developed detailed test plan for testing.
* Performed Functionality, GUI, Regression, and Security testing using Win Runner.
* Conducted Data driven testing in Win Runner and data were read from Excel spreadsheets.
* Performed Smoke and Sanity Testing manually.
* Performed positive testing and negative testing manually.
* Detected and reported defects using Test Director.
* Identifying Test Cases to be run for Regression Testing and conducting Regression testing as and when new builds were made.
* Executed Configuration Testing to check if the application was compatible in different environment
* Administration of Test Director for Bug Tracking and Reporting, Generating customized graphs and reports
* Performed configuration/ compatibility and user interface testing manually.
* Used IP Spoofing to simulate multiple users from different machines trying to access the website.
* Documented the test results and reported the status of assigned test tasks and issues to project manager.
* Verified HIPAA rules
* Involved in testing HIPAA Transactions & Code Sets Standards like (820- Premium Payment for enrolled health plan members, 834 Enrollment to a health plan, 835, 837 ...etc.)
* Organized and participated in weekly QA team meetings
* Coordinated with developers and Project Manager.

**Environment:**Facets, EDI, XML, Test Director, Window, MS Office, Oracle

**EDUCATION:**

* Bachelor of Science Health Physics

**CERTIFICATION:**

* ISTQB Certified Tester

**REFERENCE:**

References will be made available on demand.