**NANU SHERPA**

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**(646)-595-5662**  
**Summary:**

Over 7 years of experience in the field of **IT** with focus on **Sr. QA Tester** of Client-Server and Web based and web services with effective use of **QA** practices. Experience with diverse testing tools (Mercury’s Test Director and HP Quality Center and ALM

* Extensive experience in using Test Management tools such as **HP Quality Center (QC) and Test Director** for organizing and managing all phases of application testing process, including specifying testing requirements, planning tests, executing tests and tracking defects.
* Extremely proficient in Manual (**QC), Automation (Quick Test Pro)** and database testing tools to troubleshoot systems, integration, user acceptance, positive and negative, functional and non-functional and regression in the specific field database.
* Extensive testing experience in all phases and stages of testing with good working knowledge of testing disciplines, tasks, resources and scheduling.
* Professional experience in writing Test Scenarios, Test Conditions, Test Cases and Test Scripts for Functional and non-functional requirements.
* 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), 997 (Transaction Acknowledgement
* Experience in building test cases using structure-based techniques (White Box) covering statement, branch (decision), Condition and path coverage.
* Experience with Medicare, Medicaid, Medigap/Madcap & commercial insurances in **HIPAA ANSI X12 4010, 5010 formats including 270,271, 276, 277, 835, 837, 997, NPI, ICD 9, ICD 10 codes.**
* Used DB2 as source system to pull the data and loaded into SQL Server.
* Extensively used Quality Center (QC)/ALM, Microsoft Team Foundation Server (TFS) to Test Cases, Test Execution and Defect tracking
* An excellent team player, a self-motivated, a quick learner and determination to learn new technologies.
* Excellent knowledge in creating Test Strategy, Test Plan, Test Input Data for positive and negative testing, Test matrix creation and Defect Analysis.
* Formulating Test Plan based on the Design Document, Use Case and User Requirement Document.
* Ability to interact with developers and Business Analyst regarding Testing Status, Defects and change tracking using Quality center and Clear Quest.
* Expert-level experience in writing SQL queries using DDL and DML commands like Select, Create, Joins (inner and outer) and sub-queries.

**Technical Skills**

Methodologies: **Waterfall, Agile, RUP, SOAP UI, UAT, TFS**

Project Management: **MS Office, MS Project, Ms Access,**

Version Control System: **Rational Clear Case, CVS, Visual Source Safe**

Process/Modeling Tools **Rational Rose, MS Visio, Rational Requisite Pro, Clear Quest**

Testing Tools: **Rational Enterprise Suite, Test Director, ALM, Quality Center, Win Runner, Load Runner.**

Languages: **SQL, JAVA, XML, UML, .NET, HTML**

Databases: **MS Access, SQL Server, Oracle, DB2, Sybase Accelerator**

**Professional Experience**

**Mayo Clinic, Rochester, MN**

**Sr. Software Quality Assurance Tester**

**Nov-2015-Dec-2017**

Mayo Clinic is the first and largest integrated, not-for-profit medical group practice in the world. Doctors from every medical specialty work together to care for patients, joined by common systems and a philosophy of the needs of the patient come first.

**Responsibilities:**

* Created test plans, test cases, test data worksheets for Kindred to comply with application and
* Involved in Regression testing of each release during the various phases of the application using Qualtiy center.
* Dental Claims Processing –Process dental claims and dental pre-determinations
* Worked extensively on inbound transaction se**t 834(Benefit Enrollment & Maintenance) Claims Adjudication EDI (837), Remittance (835), Claims Status (276/277), Eligibility enquiry (270/271)**
* Data mocking for different Claim file formats. Conducted HIPAA Gateway Testing.
* Participated in developing and implementing End-End testing.
* Tested the GUI / User Interface of the Web applications.
* Performed Backend Testing using SQL and PL/SQL Queries.
* Extensively used SQL statements and to extract data from the tables to validate test results and to prepare test data.
* Implemented HIPAA 4010 and 5010 / ICD 10, version for all EDI transactions.
* Have good exposure to modern Agile Methodologies such as SCRUM and TDD.
* Generated X12 834 and X12 270 test data specific to the scope of test.
* Performed manual and automated test procedures for functional testing of web services using SOAP UI.
* Executed automation test scripts developed in QTP / UFT, Load Runner, UNIX, MS Office, Oracle, Web Services, IBM DB2.
* Discussed with business users and technical team members about the different features of EMR system to build the test plans.
* Validated the reports and files according to **HIPAA X12** enforced standards. Tested the Members, Claims, Providers and Services in Facets.
* Defect Tracking: All issues are raised and tracked accordingly in HPQC
* Involved in 5010 837/835 EDI transactions following the HIPAA compliance EDI standard format of X12.
* Identified the bugs and kept track of the defect report using ALM Quality Center, and also analyzed the root cause for defects.
* Performed Smoke, Functional, Integration, Testing, Regression, Load and System testing
* Developed Test Suites in ALM and performed regression testing on new release to verify that the latest version of code has not affected previous working functionality.
* Tested all the Web services including the SOAP UI messages and validated the XML using SOA test tool
* Performed Sanity Testing, Functional testing, GUI testing, Ad hoc Testing, Integration testing, and Regression Testing
* Performed Manual Testing using **Quality Center (QC) and User Acceptance Testing (UAT)**
* Performed **UAT T**esting Manually in coordination with **UAT** group to ensure correct business logic.
* Maintained Test Matrix which gives overview of the **Testing Effort.**
* Created Functional and Integration Testing Folders in Quality Center
* Performing the initial review of test cases in HPQC and providing review comments for further changes
* Tested Claims intake/Logged claims/Failed claims data from Pulse tables to Oracle Financials.
* Used **Quality Center** to record documenting information useful in debugging process, evaluating test data.

**Environment:** Agile, SQL, Server, FIT ,Mercury HP,QC, ALM, Quality Center, Soap UI, ANSI X12, JavaScript, DB2, SQL, HTML, XML, HIPAA, EDI, UML, MS Office,

**Emerging Health IT, Yonkers, NY**

**Software QA Tester**

**Jun-2013-Oct-2015**

Emerging Health Information Technology is a leading provider of healthcare information management solutions for hospitals, integrated delivery networks and medical centers. It provides the right clinical, financial and business software solutions and services that improve patient care and streamline business processes and enhance operating efficiency across the entire patient care continuum. My primary role on this project was working 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 and prepares necessary supporting mapping/crosswalk documents as part of project deliverables.

**Responsibilities:**

* Elicit requirement to be able to generate the tools and info needed to process the **ICD-10** information by 2013 (Claims Processing, Training etc.)
* Develop and coordinate implementation timelines with Trading Partners including readiness assessment and coordinated testing.
* Responsible for writing Test cases to cover overall quality assurance using Test Director
* Executed Test Cases and Test Scripts in HP Quality Center (QC) after reviewing Business Requirements and Technical Specifications to define the high priorities
* Performed manual testing to conduct backend testing using UNIX shell scripts and SQL Queries
* Analyzed business requirements, system requirement specifications and responsible for documenting functional requirements in ALM
* Worked extensively on Clinical Rounding Reports Module in Patient Keeper and validated data between Patient Keeper Portal and Clinical Rounding Reports generated.
* Tested Web Services using SOAP UI.
* Logged the errors, reported defects, determined repair priorities and tracked the defects until resolution using ALM.
* Conduct Manual testing, Compatibility testing, System testing, Regression testing, and Functional Integration testing
* Created test scenarios and tested HIPAA Transactions and Code Sets Standards such as EDI 837/834/835, 270/271, 276/277.
* Created an ad hoc defect tracker on **Microsoft (TFS) Team Foundation Server to track testing** related issues that arose during testing
* Multiple 837 map set developed for each client (clearinghouse, internal, and external trading partners), as well unique mappings were needed in each map to accommodate various conditions dealing with Provider, Subscriber, PAY-TO and BILL-TO Provider information needed to identify multiple conditions dealing with batch processing of claims.
* Developed Test Plans, Test Cases, Test Data, Traceability Matrix and Test Summary Reports and followed Agile/Scrum process.
* **Used SQL for Querying the DB2 database in UNIX environment**
* Analyzed HIPAA 5010 related to 837, 834, and 835 transactions and performed gap analysis between the 4010 and 5010.
* **Defect Management** & triage, provide expertise to resolve defects that raise business issues.
* Tested the portal application to make sure the claims and the members are loading to Power MHS, where the providers can check the member eligibility and claim status.
* Adhered data transition of the enrollment process, COB, Claim Status and Eligibility as per the EDI standard 834, 835, 837, 277 and 271.
* Actively involved in documentation of **UAT** (User Acceptance Test), Functional Test, Integration Test Scenarios and Bug Log.
* Extensively used **SQL statements to query the Oracle Database for Data Validation and Data Integrity.**
* Provided support during Functional Integration testing and UAT
* Tracking Software defects collected from different sources and categorized severity in **HP Quality center.**

**Environment:** MS SQL Server, DB2, SQL Profiler, TOAD , MS Office, XML, Soap UI, Windows Server HP-QC, Quality Center, Win Runner, Lotus Notes , Agile Scrum, FIT ,Test Plan, Test Cases, Test Scripts, , ALM Quality Center

**ACS Government Healthcare, Atlanta, GA `**

**QA Tester**

**Sep-2011-May-2013**

I was involved in a project to re-engineer a suite of Medicaid management products and create a core application called Enterprise. My team was responsible for receiving, documenting, tracking and addressing the problems encountered by the customers of Flagship software product EPM (Enterprise Practice Management) while generating 837 Professional, Institutional, and Dental claims, Functional Acknowledgement 997, Claim Status Inquiry/Response 276/277 Unsolicited for their destination direct Payors or Clearinghouses such as ProxyMed, WebMD, Per Se, THIN, ViaTrack, NaviCure, McKesson, Champus-TriCare, PayerPath, ViaTrack, Access, etc. The product was also integrated with Facets application for Claims processing.

**Responsibilities:**

* Acted as a primary contact in all the phases of Software Development Life Cycle **SDLC** including Quality Assurance Testing, Performance & User Acceptance testing.
* Performed GAP analysis for **ICD - 10 and EDI 5010 X12 Message Structure with the 4010 Structure**.
* Developed End-to-End Quality Process Flows for HIPAA 5010 EDI transactions including 834 (Benefit Enrollment and Maintenance), 835 (ERN-Electronic Remittance Notification) and 837 (Claims Submission) Transactions.
* Performed unit testing, System testing, Functional testing and Integration testing various actions of the integration utility.
* Created the “AS-IS” as Current Quality Process Model and the “TO-BE” as the Intended Model, to analyze and improve the Quality processes.
* **User Acceptance Testing (UAT) – Performed UAT tests using the MORAE Usability Testing Tool using the Observer and the Manager Mode.**
* Performed manual Back-End testing on the application by writing complex SQL queries.
* Wrote INNER, OUTER JOINS to retrieve desired or expected data from tables of database with and without comparison operators to perform Backend testing in **QTP.**
* Recorded the Test cases using **Quick Test Professional (QTP) for web based application and performed** regression testing of
* The application for every release.
* Maintaining the Traceability matrix and defect tracking using different tools like ALM Quality center, Quality Center, Clear Quest and Test Director.
* Exposed the web services to end clients for their internal consumption using SOAP UI project.
* Utilized a wide variety of testing approaches and techniques, including Integration Testing, Functional Testing, and User Acceptance Testing (UAT).
* Executed the test scripts on different releases as well as in different modes and validated the actual results against the expected results using HPQC.
* Worked on **UNIX** Platform and experienced in back end testing by executing SQL Queries.
* Created XML Schemas for different EDI transaction sets as well as ICD 9
* Checked the data flow through the frontend to backend and used SQL Queries to extract the data from the database.
* Involved in writing extensive **SQL Queries for back end testing oracle database**.
* Retrieved files using **SQL** statements and **UNIX** commands.
* Test Management using Test Management tools like HPQC and ALM QC
* Created and maintained **SQL Queries** for **back-end testing.**
* Used Rational Clear Quest to track and report system defects and bug fixes

**Environment:**Quick Test Pro, HPQC Quality Center, Rational Clear quest, FIT,DB2, Soap UI, Oracle UNIX, SQL, , HIPPA 5010 / 4010, EDI,

**PMA Insurance Group, Blue Bell, PA**

**QA/UAT Analyst/Tester**

**May-2010-Aug-2011**

The PMA Insurance Group a premier property and casualty insurance organization specializing in workers' compensation and integrated disability management, it offers workers compensation programs for businesses of all sizes and for a wide range of industries. It is first insurers to bring managed care to workers' compensation, helping clients control claims costs through accident prevention and by quickly and safely returning injured workers to their jobs by effectively managing the medical and indemnity component of a claim.

**Responsibilities:**

* Analyzed the Business Specification and created the test plan, test cases for functional and GUI testing.
* Conducted extensive Manual Testing.
* Identified the high-risk points and the priorities of the application.
* Created Test plans and performed manual testing of the application to test the system for both the functional and business requirements for positive and negative scenarios using Mercury Quality Center.
* Wrote test cases to make sure the system captures the checks, creates check images, determines the amount, verify the account/transit number.
* Conducted Black Box Testing.
* Created and executed manual test cases. Conducted GUI/Usability Testing and Black Box Testing according to specifications.
* Developed, documented and supervised **User Acceptance Test (UAT)**
* Performed complex analysis of business requirements and system specifications.
* Tested the software using different browsers to study the compatibility.
* Logged and tracked defects in bug tracking tool Bugzilla and verified resolution of software and specification defects.
* Extensively used HP Quality Center for various test activities such as identification and execution of test cases, defect tracking and fixation
* Interacted with the Technical Leads and Developers, Business Analysts to evolve the functionalities, workflow, and business transactions
* Performed **DWH ETL testing and extensively used SQL functionalities. Used SQL Navigator to connect to Oracle Database**
* Formulated QA Documents and tracked the requirement changes and test cases.
* Categorized the test cases, test data and maintained separate test sets to execute various real time transactions
* Responsible for the UAT activities for planning and test execution with Business End users
* Identified the test scenarios for automation and developed **QTP actions (VB script) to simulate user actions**
* Analyzed the change requests, new patches and accordingly updated the test cases and test data to provide test coverage.
* Updated the team status in Quality Center as how many test cases were executed, how many failed as compared to the total no of test cases in each module
* Tested the new and modified pages, components added to the system.
* Wrote SQL queries to check the population of the data and do negative testing
* Performed regression testing using QTP

**Environment:** DWH  ETL, Quick Test Pro, HP, Quality Center, SQL Navigator, Oracle,