**CAREER SUMMARY**

* Over 6 plus years of diverse experience in information technology with emphasis in software Testing/Quality Assurance.
* Diversified more than 4years of experience in Quality Assurance and Software Testing.
* Knowledge of Software development Life Cycle (SDLC) methodologies-Waterfall,Agile,RUP.
* Experienced in developing Test Plans and Test Cases based upon the business requirements.
* Extensive use of tools like Clear Quest, Quality Center and Quick Test Professional to log defects and recognize the defects according to priority and severity. Vast knowledge of the Defect Life Cycle.
* Knowledge in the ETL (Extract, Transform and Load) of data into a data ware house/date mart and Business Intelligence (BI) tools like Business Objects Modules (Reporter, Supervisor, Designer, and Web Intelligence).
* Experience in Data Transformation, Data Loading, Modeling and Performance Tuning.
* Extensive experience in Data Analysis and ETL Techniques for loading high volumes of data and smooth structural flow of the data.
* Adeptatwriting Data Mapping Documents, Data Transformation Rules and maintaining Data Dictionary and Interface requirements documents.
* Worked on integration and implementation of projects and products, database creations, modeling, calculation of object sizes, table spaces and database sizes.
* Experience with creating reports using Business Objects.
* Strong Knowledge of Business Intelligence, Data Warehousing and Business Architecture.
* Proficiency in testing GUI applications, Regression and Functional Testing.
* Worked extensively in Manual Testing and Automated Testing.
* Performed Back End Testing by executing SQL queries.
* Performed Testing Life Cycle during the various phases of the application. Involved in converting manual test cases into automated scripts using TSL on Mercury Win runner, QTP.
* Good Experience working with Black Box Testing on web based applications.
* Participated in Walkthrough and Inspections with the Test Lead and Development team.
* Supported in presentation activities for relevant testing projects.
* Working knowledge of benefits & claims processing system.
* Excellent Communication, Interpersonal, Analytical and Leadership Skills.
* Complete understanding of HIPAA rules andregulations and implementation guides for theHealthcare Industry.
* Strong knowledge on HIPAA EDI 4010 and 5010 with ICD-9 andICD-10, analysis & compliance experience frompayers, providers and exchanges perspective.
* Developed Test cases for manual testing and automated them using Win Runner, Silk, Load Runner, Silk performer and QTP.
* Extensive experience in Analysis, Implementation of Healthcare Application using Facets.
* Extensive knowledge of Facets Billing, Enrollment and Claims processing.
* Extensively involved in Facets billing module both in Back – End and Front – End data system for different Billing process documents which fulfilled the current business needs.
* Strong knowledge and hands on experience of claimadjudication process.
* Strong knowledgeon Medicare and Medicaid.
* Complete understanding of HIPAA rules andregulations and implementation guides for theHealthcare Industry
* Experienced in developing Test Plans and Test Cases based upon the business requirements.
* Good knowledge in using automated testing tools, QTP and Quality center.
* Proficiency in testing GUI applications, Regression and Functional Testing.
* Worked extensively in Manual Testing and Automated Testing.
* Performed Back End Testing by executing SQL queries.
* Well versed with all testing concept and methodologies.
* Assisted BA in User Acceptance Testing (UAT).
* Excellent team player with strong written, communication, interpersonal and analytical skills.

**TECHNICAL SKILLS:**

**Test management Tools** ALM,QC

**Bug Reporting Tools** Mercury Quality Center, Bugzilla,Jira

**Operating Systems** Windows XP/2000/Vista/7, LINUX, UNIX

**Web Technologies** FTP, XML, HTML

**Databases** MS Access, SQL Server, Oracle, MySql

**Project Management Tools** MS Office, MS Project

**Design Tools** MS Visio, Rational Rose

**PROFESSIONAL EXPERIENCE**

**ACS Government HealthCare,Atlanta, GA**

**Oct 13 - Present**

**QA Tester**

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 Trizetto's Facets application for Claims processing.

**Responsibilities:**

* Utilized Rational Unified Process (RUP) to configure and develop process, standards and procedures
* Met with report users and stakeholders to understand the problem domain, gathered customer requirements through surveys, interviews (group and one-on-one) along with JAD sessions
* Involved in understanding the current business process, defining scope of the project along with position statement
* Wrote BRD, FRD, use cases, test scenarios, test cases for testing the functional requirement
* Developed and executed various Manual Testing Scenarios and neatly documented the process to perform Functional Testing.
* Performed functional testing with QTP which is also used to run Automated Scripts developed by offshore team.
* Created XML Schemas for different EDI transaction sets as well as ICD 9 to ICD 10 diagnosis codes.
* Participated in the management of testing project with the help of Quick Test Pro.
* Performed Data Analysis, writing SQL Queries for Testing and Troubleshooting against Data Warehouse.
* Worked closely with the Enterprise Data Warehouse team and Business Intelligence Architecture team to understand repository objects that support the business requirement and process.
* Worked on ETL design for various source systems.
* Executed automated test case and scripts using QTP for the Front-end-applications and analyzed the results.
* Validated business rules and all artifacts with users, got approval and sign off
* Followed Unified Modeling Language (UML) methodology using ReqisitePro and MS Visio to create/maintain Use Cases, Activity Diagrams, Sequence Diagrams, and Collaboration Diagrams
* Executed Test Cases using positive and Negative data in Quality Center test lab and reported results and defects using QC defects tool.
* Closely worked with the ETL team to load the data from the OLAP system to the Ratings data warehouse by creating a source to target mapping documents with the data transformation logic and if any roadblocks working thoroughly to overcome the issues.
* Prepared Travel Data Warehouse Design Documentation, Data Flow Diagrams for the Entire Implementation.
* Came up with ETL, and ID management strategy.
* Conducted Design discussions and meetings to come out with the appropriate Data Mart
* Involved in designing and developing Data Models and Data Marts that support the Business Intelligence Data Warehouse.
* Participated in requirement walkthroughs and creation of test plan.
* Developed and executed test cases, test scenarios and followed-up defects using TestDirector
* Developed automation test scripts for performing regression testing on the application using Quick Test Pro.
* Wrote Automoted Test scripts using QTP
* ICD 9- ICD-10 Conversion Analysis –Worked in the analysis of the ICD 9 – ICD-10 codes
* Tested user interface and navigation controls of the application using Quick Test Pro.
* Tested and delivered Inbound/Outbound Facets interfaces
* Involved in writing and executing test cases using MQC based on the requirements
* Performed Back-End testing
* Assisted Design Team in preparing SRS, Software Design Document (SDD), User Interface Design, Application Architecture, & Database Modeling.
* Helped in project testing efforts for doing integration tests, regression tests and user acceptance tests.
* Worked on Data mapping, logical data modeling and used SQL queries to filter data within the Oracle database tables
* Made sure that the systems complied with the rules of HIPAA and CFR Part 11
* Documented the dimensional models of ETL system
* Used SQL to test various reports and ETL load jobs in development, QA and production environment

**Environment**: MS Office Tools, Windows XP, MS Project, Quick Test Pro (QTP),ETL, RequisitePro, MS Visio, ClearCase, MS Powerpoint, MS-SharePoint, MS-Word, MS-Excel, Business Objects , Informatica 7.1, Facets

**Aetna Inc, Harford, CT**

**Jan 12 – Oct 13**

**QA Analyst**

Aetna acquired Health Data Management Solutions (HDMS) to build upon the data management and analytical capability. By using flexible data integration protocols, HDMS allows aggregating multiple data sets from various third-party vendors to strengthen the algorithms for identification and intervention opportunities.My work at Aetna involved with the Report Re-engineering project.

**Responsibilities:**

* Responsible for decomposition of the requirements based on the functional specifications, design, development, coding, testing, debugging and documentation of applications to satisfy requirements.
* Prepared Test plan and Test cases based on the functional specifications.
* Created and Maintained Test Matrix and Traceability Matrix and performed GAP Analysis.
* Coordinated with the developers on Defects Status on a regular basis.
* Involved in User Acceptance Testing and performed feedback concerning completeness and accuracy of AUT.
* Involved in documenting the defects found during AUT.
* Participate in various meetings and discussed Enhancement and Modification request.
* Performed Positive and Negative Testing manually.
* Workedon web testing with automated tool SoapUIand alsoused automated tools like Win Runner, Quick Test Pro (QTP), Test Director, HP Service Test, Soap UI, Quality Center and Load Runner.
* Participated in unit testing and deployment of health care benefits online
* Involved in forward mapping from ICD 9 to ICD10 and backward mapping from ICD10 to ICD9 using General equivalence Mappings (GEM).
* Involved in claims adjudication process and testing of claims module of Facets.
* Extensive work as a claims adjuster and **configuration** professional, cleaning up errors with claims, benefits, provider contracts, and making modifications in a cleanup effort.
* Verified the different Product Benefit Configuration for different Members.
* Tested HIPAA regulations in **Facets HIPAA** privacy module.
* Identify scope systems that will be modified by the ICD-10 project to accommodate ICD-10code and /or downstream impacts steaming from ICD-10 codes.
* Using keyword driven frame work for making automated QTP scripts.
* Membership/enrollment and billing-entered information on facets to ensure correct eligibility, etc
* Executed SQL queries for searching, creating and updating test data.
* Made use of Ramp Up and Ramp Down options in scenarios for simulating real time scenarios.
* Worked on different modules of **Facets** such as Members/subscriber, commissions, provider, billing.
* Identified, analyzed, and documented defects, errors, and inconsistencies in the application using Mercury Quality Center.
* Reported defects according to Defect Life Cycle.
* Worked with BA in UAT testing.

**Environment:** ORACLE, SQL,ALM, SQL,Quick Test Pro (QTP), IBM Rational (IBM Rational Test Manager, IBM Rational Req Pro, IBM rational Clear Quest for windows Client), IBM Rational Manual Tester

**UST Global/Carenet Healthcare Services, San Antonio TX**

**Sep 10 – Dec 11**

**BI/QA Tester**

**Description:** Carenet Healthcare Services is a leading healthcare services provider for more than 250 clients in North America. They are committed to assisting Member and physicians for their Client to Triage them or provide member service for any health or insurance benefit related question.

The company has more than 250 different health care Client Including All Commercial Health Plan, Employer, Govt Contracts, Hospital System, Medicaid, Medicare, and US military System also. Carenet wants to Upgrade their Care Enhance Call Center (CECC5.5.3) to CECC5.6.1, & Company wants to launch new program for their new client BCBS- FEP ( Federal Employee Program ) which include serve there member by Phone call , Chat and Email Support, & Company wants to Upgrade here telephony platform form Televantage to Interactive Intelligence CIC4.0for Nurseline and member services, & also from Interactive Intelligence CIC3.0 to CIC4.0 for Client engagement, & Company also want to Upgrade OS from window XP to Window 7 and Internet explorer 7 to Inter Explorer 9, & data center migration to Cyrus from Woodstone in house for production and training.

**Responsibilities:**

* Prepared Test Plans for each release, written Test Cases and executed them as part of Functional Testing. Prepared Test Reports and Deliverables and submitted for version releases.
* Throughout the project, was involved in giving clarifications on domain and product functionality for the team.
* Involved in the full HIPAA compliance lifecycle from GAP analysis, mapping, implementation, and testing for processing of Medicaid Claims.
* Involved in testing Facets / Membership and Claims applications.
* Tested Subscribers/Providers and claims in Facets.
* Participated in data warehouse testing (Informatica) after identifying the source and targets.
* Tested all the business application rules with test and live data and automated, monitored the sessions using Informatica Server Manager.
* Performed Automation of various test cases for sanity testing and functional testing using QTP.
* Regular interaction with the core developers helped us in fixing the defects in less time.
* Design, development, implementation and roll-out of Microstrategy Business Intelligence applications
* Performed Black Box testing and conducted Functionality and Regression testing on various phases of the Management software
* Created automated Load test scripts using Load Runner.
* Conducted GUI and functionality testing using QTP.
* Conducted data driven testing using QTP to conduct backend testing.
* Performed White Box testing by using Expediter tool and updated some of the PROCs ,JCLs and SAS programs in the Test region. Submitted batch JCLs in order to create output datasets for verification.
* Interacted with the business users in knowing the business views and gathered the reporting requirements to design the universes and business objects.
* Modified the 834 file and then checked if the eligibility enrollment is properly loaded onto Facets.
* Involved in full life cycle of Business Objects reporting Application.
* Involved in Data Modeling of both Logical Design and Physical design of data warehouse and data marts in Star Schema and Snow Flake Schema methodology.
* Designed and Developed the Business Objects Universes which suit the standard, analytical and ad-hoc reporting requirements of the Business Objects users.
* Used Test Director and Mercury Quality Center for updating the status of all the Test Cases & Test Scripts that are executed during testing process.
* Established traceability matrix using Rational Requisite Pro to trace completeness of requirements in different SDLC stages.
* Ran new EDI files, extracted results, compared the results to baseline validation files, identified discrepancies and updated Quality Center. Conducted business validations, covered the deliverables like FACETS Providers, Facets Claims and Facets.
* Performed Load and Stress Testing using Load Runner.
* Configured the Data mapping between Oracle and SQL Server 2005.
* Automated confidence tests that run on new builds on regular basis.
* Involved in setting up different configuration environment for compatibility testing and manual testing.
* Upgraded the existing Test Scripts and created new scripts for client application to be able to work for new versions and patches, which improved product quality.
* Created test scripts for all the test cases in PL/SQL.
* Evaluated testing results for each potential release build using Test Director, Quality Center and Bugzilla reports, listing summarized bug information in priority sequence, recommended viability of release for production.
* Created Use-Case diagrams and State diagrams using MS Visio.
* Preparing Weekly action report & QA feed back to QA team & Manager.

**Environment**: Web Logic, Java, Quick Test Pro (QTP), MS Visio, MS Office, Mercury Quality Center 9.0, SOAP, Load Runner 8.2, Sun Java, MSJVM, Oracle 8i/9i/10g, SQL Server 2000, DB2, MS-Project 2000/2003.

**Cigna Healthcare,Bloomfield, CO**

**Mar 08 – Aug 10**

**BI QA Analyst**

The work at Cigna focused on transferring initial enrollment and subsequent maintenance of individuals enrolled in CIGNA Select products. I also participated in other major healthcare EDI transactions as well.

**Responsibilities:**

* Tested 4010 837/835/270/271/276/277 EDI transactions following the HIPAA compliance EDI standard X12 format.
* Reported issues during testing using Quality Center (QC) and entered defects using correct terminologies and standards. Attended defect management meetings as well.
* End –End testing of claim processing of HMO, MEDICARE, MEDICAL claims in IDX.
* Uploaded the diagnosis codes, procedure codes to the related tables in test environment to verify the changes related to ICD9 changes.
* Worked closely with the Enterprise Data Warehouse team and Business Intelligence Architecture team to understand repository objects that support the business requirement and process.
* Developed ETL mappings, testing, correction and enhancement and resolved data integrity issues.
* Identified the source and target tables. Developed mapping document using MS excel.
* Design, development, implementation and roll-out of Microstrategy Business Intelligence applications.
* Determined the natural keys for the target tables.
* Created the conceptual, Logical and Physical Model for the data warehouse with emphasis on insurance (life and health), mutual funds and annuity using Erwin data modeling tool.
* Provided the required transformation logic using SQL.
* Administered problem management process, including monitoring and reporting problem resolutions.
* Created the test strategy, test plan, test cases, and test scenarios according to the Business Requirements Documents.
* Participated in requirements design document reviews.
* Used Quality Center to create and execute test cases. Defects were logged using Quality Center as well.

**Environment:**, HP Gateway, Toad for Oracle, Rational Clear Quest, EDI Manual Testing, HIPAA, J2EE, Oracle, UNIX, Windows 2000/XP, and Quality Center.