**Experience Summary**

* Over Eight years of comprehensive & in-depth experience in the Information Technology industry in Performing Manual and Automated Testing
* Proficient with **Manual testing** for **Windows** and **Web based applications**
* Expertise in **Automation testing** using **QTP** with **VB Scripting**
* Strong experience in performing different types of testing including System Testing, Functional Testing, Integration Testing, Regression Testing, Unit Testing andDatabase Testing
* Hands-on experience in testing applications in UNIX environment, Backend testing using database platforms like Oracle and SQL Server
* Expert in creating test plans and writing/running automated test scripts to pinpoint software defects, track bugs, close open defects and validate functionality
* Good understanding of different Software Development Life Cycle (SDLC) models and QA Methodologies
* Experience in tracking testing project tasks to ensure all deliverables are completed per deliverable guidelines and submitted on their due dates
* Experience in use of Mercury Quality Center, Quick Test-Pro, Test Director, Win Runner
* Strong HIPAA EDI **4010 and 5010 with ICD-9 and ICD-10 analysis**& compliance knowledge from, payers, providers perspective

**Technical Skills**

|  |  |
| --- | --- |
| **Testing Tools** | HP Quick Test Professional, HP Quality Center |
| **Testing Methodologies** | System Testing, Functionality Testing, Regression Testing, Compatibility Testing, Integration Testing |
| **Scripting** | VB Scripting, SQL, Unix Shell Scripting |
| **Databases** | SQL Server 2008 R2, Oracle 10g |
| **Operating Systems** | Windows 2007, XP, Unix, Linux |

**Education**

* BS(Computer Science) from Pune University, India
* Diploma in Software Quality Testing – Manual & Automation from SQTL, Mumbai, India

**Work Experience**

**Molina Healthcare, Trenton, NJ**

**Designation: QA Consultant Duration: Apr2012 - Present**

Molina Healthcare provides quality health services to financially vulnerable families and individuals covered by government programs. Molina Healthcare required a common platform to process all their internal Claims in order to cut maintenance, process cost and better quality of their Claims Processing Applications.

**Environment:** Windows, VB, ASP.net, **Mercury Quality Center, Facets,** SQL Server, MS-Office, QTP 10

**Responsibilities:**

* Analyzed the test Scenarios based on the Business Requirements and Business Use-Cases
* Enrolled members through online screens and **834** Transactions to **Facets**.
* Actively participated in different stages of Project such as Design, Planning, Development and Debugging
* Institutional Claims by Writing Test cases, Test Plans
* Worked with **Accumulators, Deductibles, Coordination of Benefits, and Overrides of the Claim Line** detail and used them for testing various claims scenarios in Facets.
* Prepared Claim, Member, Provider Test data for test cases
* Performed back-end testing by extensively using SQL Commands to verify the database integrity
* Created and maintained SQL Scripts and UNIX shell scripts to perform back end testing on SQL Server
* Imported the Test Scenarios or Test Scripts, which are written in MS-Excel into Mercury Quality Center
* Involved in setting up **Keyword driven framework using QTP**. Automated Regression test pack
* Wrote test plan and test cases, prepared input data for test scenarios, execute test scripts manually or using QTP
* Participated in various meeting and discussed Enhancement and Modification Request issues
* Involved in the Review of Requirements Specification with Functional Manager and Technical Specialists of the Application
* Validated different EDI formats and transactions under HIPPA compliance

**Healthfirst,NY**

**Designation: QA Consultant Duration: Aug, 2011 – March, 2012**

Healthfirst is a not-for-profit managed care organization. It provides high-quality healthcare coverage to individuals and families in our New York service areas through low-cost or free government-sponsored health insurance programs, including Medicaid and Medicare Advantage. Healthfirst is upgrading an existing EDI system, to use for dual purposes: First, this system is used as a National HIPAA 5010 EDI testing tool and for 5010 test-data generating, typically for Medicare, Medicaid or Commercial Payer HIPAA 5010 Projects or HIPAA Training. The second use is for an affordable 5010 desktop solution for Providers.

**Environment:** Facets, Quality Center, MS Visio, Java, J2EE, DB2 Mainframe.

**Responsibilities:**

* Worked with providers and Medicare or Medicaid entities to validate EDI transaction sets or Internet portals. Provided healthcare provider problem resolution
* Created test plans and test procedure templates and guidelines to be used by the QA team
* Designed Test cases, test plan creation and Companion Guide development from stage to production, including both internal and external requirements
* Developed detailed test cases for functional test of converted **Facets** application including **claim adjudication** and **COB.**
* Quality Center administrator and used Quality Center for defect tracking and reporting
* UAT testing for HIPAA 4010 and 5010 projects including legacy testing and HIPAA requirements and compliance mandates
* **TestHIPAA** regulations in Facets HIPAA privacy module.
* Involved in setting up Keyword driven framework using QTP. Automated Regression test pack, Involved in testing of applications on mobile platforms (iOS, Android, Windows 8 etc.), and testing applications for cross browser compatibility.
* Ensuring all deliverables are completed per deliverable guidelines and submitted on their due date, Tracking weekly status report detailing issues and resolutions along with accomplished tasks to submit Manager

**Pharma Care Inc., NJ**

**Designation: QA Consultant Duration: June, 2010 – July, 2011**

Care website will provide various information and facilities to the members and clients. The members can register on the Web Site to use the online facilities. Members can fill out an online refill of the prescription and later view the status for the order. The Pharma Care customer service representatives can view/change the information provided by the members during registration and their passwords.

**Environment**: Windows 2007, HTML, CSS, JavaScript,SQL Server,**Mercury Quality Center,** QTP

**Responsibilities**:

* Analyzing functional requirements, preparing test plans and test scripts using QC
* Creating a detailed schedule and work plan for the Testing phase. Ensuring tasks been assigned to team members and due dates for drafting all test conditions and test scripts, as well as peer, lead, manager, and tech arch review schedules
* Developed Test Scripts to Automate the Testing Process of the Web application using QTP. Developed automated test scripts for Performance and Stress testing
* Performed Regression testing on different versions of the application. Performed testing of the application on various browsers
* Validated the drugs database which is based on Food Drug Administration guidelines
* Communicated with the developing team and created periodical status reports
* Carried out extensive testing of various situations along with the implementation team, resolving all issues. Documentation of Defects found out during the process of testing using the Defect tracking Tool called **Quality Center**

**L&T InfoTech**

**Designation: Sr. QA Analyst Duration: January, 2008 – June, 2010**

**Premium Pipeline System for Travelers**

Premium Pipeline is being developed as the single funnel point for all policy, premium and other revenue information.  The database will provide a single source of full premium/revenue detail for Financial Reporting, Management Information, Claims Coverage Verification, Billing Information and Statistical Reporting for all Commercial Lines and Specialty Business. It also provides integrated, shared Commercial Lines and Specialty Financial information with high quality

**Environment**: Windows 2003, Java, Oracle, **Mercury Quality Center**, **QTP**

**Responsibilities:**

* Analysis of Use cases and design of Functional test scripts
* Creation of Test cases for every sprint in accordance with the Agile Methodology
* Functional testing within the Sprint
* Co-ordination with developers on in-sprint issues and deliverables
* Onsite-Offshore Co-ordination
* Live demo on sprint deliverables to Product owners and SMEs
* Mapping of test cases to requirements in Quality Center
* Preparation of Status Report and other metrics for overall release
* Preparation of In-Sprint testing report to scrum master
* Preparation of Business Understanding Document
* Training to regression team on Sprint deliverables
* Support and monitoring Regression Testing
* Creation of Automation Test Plan
* Execution of QTP automated test scripts

**HSBC Global Technology India**

**Designation: QA Analyst Duration: June, 2006 – December, 2007**

Global Account Opening systemIts web based portal for managing HSBC customer accounts online .This application is used for various channels like Customer (Internet), Call center and Bank Staff. HSBC USA was a pilot in this global implementation. This helped the HSBC Bank USA to streamline the account opening process for all channels and resulted in critical savings in operations and maintenance.

**Environment**: Windows 2003, HTML,CSS, JavaScript,SQL Server,**Mercury Quality Center**

**Responsibilities:**

* Prepared Test Strategy based on Functional Requirement Specifications and System Design Specifications.
* Prepared Test Estimates
* Developed Test cases using Quality Center based on the technical specifications and business requirements
* Actively participated in reviews and meetings to evaluate project artifacts which include design documents, project requirements, business specifications and technical specifications. Participated in all phases of the SDLC of this project
* Extensively involved in manual testing of the Application
* Involved in web-site testing, content management testing, accessibility testing, compatibility testing, Sanity testing
* Performed Regression testing for every modification in the application.
* Wrote various SQL Queries as a part of backend testing
* Reported software defects and interacted with the developers to resolve the defects investigated in the application during testing
* Defects tracked, reviewed, analyzed & compared using Quality Center 8.2
* Involved in Release support – Release to QA, in environment setup, testing the release process
* Participated in Meetings from analysis phase to till UAT

**Modular InfoTech Pvt Ltd.**

**Designation: QA Analyst Duration: July, 2005 – May, 2006**

**Client:** Dr Reddy’s Lab, Novo Nordisk India, Rabaxy India, Pfizer India

Productfor Pharmacy This Project is developed for DRL (Dr. Reddy’s Lab) to provide facilities to their “Medical Representatives”.MR visits with the Palm to the Field in order to collect the data from their daily activities like Doctor Call, Chemist Call, Stockiest Call and then finally sync it to the centralize Server at Head office (HO) using CDMA. On the other end, web project on the net generate high end report using that synced data plus their several other modules of Approvals, Masters, Expenses, HR and Administration, Requests

**Environment**: Windows 2003, .Net, SQL Server, **Mercury Quality Center**,

**Responsibilities:**

* Involved in all the BAU activities
* Interacting with clients for requirement clarification
* Review and comprehend requirements and functional specifications
* Analyzing system requirements and developing Test Cases.
* Executing Test Cases and defects logging.
* Involved in Functional, System, Regression, Compatibility Testing
* Coordinated with the Software Development team to resolve defects
* Defects tracked, reviewed, analyzed & compared using Quality Center 8.2
* Preparation of Test summary Report