**Nilam Sawarkar**

**Sr. Quality Analyst**

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* **Overall 8+ years of work experience in IT industry as a specialist in Software Testing & Quality Analyst**
* **4+ years of experience as a Business System Analyst**
* **Backed by strong credentials** including a Computer Science & Engineering degree. Keeping an Excellency in **Team Coordination**, **Team handling**& reporting. Proficient with Manual Testing processes, Test Management, Defect Management & Triage Management. An advanced command of various testing suites, agile methodologies and monitoring tools

**Professional Summary**

* Proficient with **Manual Testing Processes**, **Test Management**, **Defect** &**Triage Management**.
* Proficient as a **QA** as well as **BA** with performed activities as Team Handling, Resource Mapping, Test Estimation, Requirement Gathering, Analysis, Documentation
* Excellent testing experience in all phases and stages of testing with excellent practical working knowledge of testing disciplines, tasks, resources and scheduling
* Expertise in using testing methodologies and conducting **Exploratory Testing, Functional Testing, Integration Testing, System Testing, Business Function Testing, Smoke/SanityTesting**, **Configuration Testing**
* Extensive experience in testing **Web, Client / Server applications** on different environments and different platforms as **Java, .Net & Mobile Applications**
* Well-versed in **SDLC** (Software Development Life Cycle) and **STLC** (Software Testing Life Cycle) process
* Expertise in preparing **Test Strategy, Test Plan, Test Summary Reports** and **Writing Test Cases** based on the Business Requirements Document and System Requirement Documents
* Specialized in analyzing the functional specifications and writing detailed test plans, test cases, execution of test scenarios, analyzing the actual results against the expected results
* In-depth knowledge of **Agile, Waterfall, Rational Unified Process** (RUP), **Rapid Application Development**

(RAD), risk engineering, data modeling, data mapping, and design using UML (Unified Modeling Language), Rational Rose and MS Visio

* Experience in executing **SQL queries** in order to view successful transactions of data and for validating data for backend testing
* Involved in **Test planning**, **Test Execution**, **Issue Resolution** and **Report Generation** to assure that all the aspects of a project are in compliance with the business requirements
* Tracking weekly status report detailing issues and resolutions along with accomplished tasks to submit Manager
* Well versed in different management scenarios like change control, quality assurance, defect tracking, system integration, and scheduling
* Knowledge of ICD 9/ICD 10 coding standards in **Medicare** and **Medicaid** domains of the healthcare systems for inpatients, outpatients and reimbursement methodology
* Good knowledge of HIPAA, HIX regulations, Facets, claim adjustments, adjudication claim processing from point of entry to finalizing, claim reviews, data warehouse, identifying claims processing problems and providing corresponding solutions
* Excellent knowledge of HIPAA (Health Insurance Portability and Accountability Act) and EDI transactions
* Excellent communication skills and very good team player with positive attitude towards learning new methodologies and processes

**Technical Skills**

Languages : C, Java, .NET

Methodologies : Agile, Waterfall, Rational Unified Process

Test Management Tool : HP AML/ HP Quality Centre, Mercury Test Director, JIRA,SILKCentral

Database : Oracle 9i/10g, SQL Server,MS-Access

UI Prototyping : Axure RP pro 6.5, Fore UI, Smart Draw, Adobe CS, MS Visio

MS Tools : MS Office Suite, MS Outlook,MS SharePoint

Data Warehouse Tools : COGNOS, Informatica PowerCenter ,Data Quality , Oracle Warehouse builder,

Oracle reports, Crystal reports

Operation Systems : UNIX, Windows Vista/XP/2000

Web Technologies :XML, HTML, JSP, ASP.NET

Requirement Management Tools:Power Designer, TFS, IBM Rational DOORS

Modeling Tools :Enterprise Architect, Rational Rose

**Testing Skills**

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| --- | --- | --- |
| * Test Management * Defect & Triage Management * SQA Testing &Methodologies * Project/Requirements Analysis, Test Estimation * Test Planning, Test Design & Execution * Team handling & Test Coordination | * UI & Compatibility Testing * Testing on Java, .Net & Mobile Applications * Testing on Web & Client/Server Platform * Exploratory testing * Test Strategies& Coverage * Scripting & Documentation | * Regression & Negative Testing * Root Cause Analysis & Log Analysis * Defect / Bug Tracking |

**Education**

* BS (Computer Science), India
* Master of Business Administration (IT), Bangalore,India
* Gained knowledge on LOMA 280 on principles of Health Insurance

**Professional Experience**

***Molina Healthcare, Trenton,NJ Sr. Quality Analyst*  Feb 2012 - Present**

**Molina Healthcare Plans and Web Portal Enhancement:**

It is a secured web portal for Molina Healthcare where customers can review policy coverage information, check policy or claim status, and resolve problems using a full suite of problem resolution tools or live Web assistance.

**Healthcare Market Place (Affordable Care Act)- FFM Direct Enrollment System:**

This is a web portal for brokers/agents for marketplace healthcare plans enrollment, registration, and online application tracking for eligibility of customers. Users will be redirected to the (FFM) Federally Facilitated Marketplace website to complete their eligibility application. This portal also supports Obama care reforms.

**Responsibilities:**

* Analyzed and gathered requirement for creating testing documents
* Coordinated and conducted system requirements walkthroughs/sessions (JADs) with business Owners/stakeholders/SMEs
* Defining the testing scope for the Direct Enrolment release
* Planning , managing & Executing the testing effort
* Conducting the daily touch point meetings with stakeholders to discuss the status of the project
* Task allocation validating the results, review of deliverables, status tracking, UAT co-ordination
* Preparation, Review , Execution of Test cases , report defects and conduct Defect Triage calls
* Responsible for delivering Detailed Test Plan, Test Strategy and Estimates
* Understanding & Involving in requirements gathering, change in requirements
* Conducting the knowledge sharing sessions to team
* Develop , Review the test scenarios and test cases for all the business requirements
* Ensure complete coverage for functional and non functional requirements
* Managing Silk Central for all test management activities and Uploading all reviewed test cases & defects management
* Consolidating the daily status reports, review and circulating to client managers
* Prepare the test metrics dashboard at the end of a phase or at the completion of every release
* Review various reports prepared by Test engineers & Provide directions to the team member
* Ensure the timely delivery of various testing milestones for the projects involved
* Ensure every team member have sufficient work in the project

**Environment:** Silk Central, SQL, MS Project, MS Office,MS SharePoint,Power designer, JIRA, Axure RP 6.5,Health PAS Administration

***Alpha Clinical System, Piscataway, NJ Quality Analyst* May 2011 – Jan 2012**

**Clinical Trial Management Portal**

Clinical Trial Management portal is a modular, interoperable and standards-based software application designed to meet needs of a single-site or multiple-site clinical trials of CRO’s or Pharmaceutical clients.

**Responsibilities:**

* Analyzed all internal and external business requirements and provided detail specification
* Followed agile methodologies through out the application development
* Assured that all validation documentation such as IQ’s, PQ’s, Process Validation,Cleaning Validation, and Software Validation are in compliance with e-CTMS
* Coordinated and documented all activities related to writing and editing user help manual for use in clinical trials
* Worked closely with Subject Matter Experts (SMEs) to help create project requirement document (PRDs), Functional Specification Document (FSD) and use cases
* Worked on ez-Source documents to capture source data protocol which is compliant with FDA 21 CFR Part 11
* Analyzed system requirements and developed detailed test plan and test cases for testing the functionality
* Involved in the Review of Requirements Specification with functional manager and technical specialists of the application
* Design and execute Test Plans and Test Cases, generate Test Scripts and Test scenarios
* Prepared proper documentation with reference to company policy
* Implemented the whole life cycle of QA methodology starting from planning, capturing, creating, executing reporting and tracking the defects using Quality Centre
* Wrote queries to perform Data Validation and Data Integrity testing
* Developed software requirements specifications that captured the software requirements for the complete system and serve as the “build-to” specification for development
* Serve as primary liaison between the technical team and the product team and end-users for the purpose of establishing a common understanding of requirements and the as-built product
* Prepared data flow (DFDs) and sequence diagrams for current and future state. Created test case scenario documentation and test cases; monitored output and quality of results. Conducted User Acceptance Testing (UAT) and consulted with technical team

**Environment:** MS Project, Unix, XML, Java,MS Outlook, MS Visio 5.0, Test Director, TFS, Enterprise Architect 7.5, MS SharePoint, MS Project, Toad, SQL Server 2008

***IMS Health, Milwaukee, WI Quality Analyst* March 2010 - April 2011**

**IMS Electronic Referral Management System:**

This application improves the referral process care cycle, enables connections to and communication with referring physicians, and provides valuable reporting on organizational referral patterns.

**Responsibilities:**

* Utilized Rational Unified Process (RUP) to configure and develop process, standards and procedures
* Prepared the business requirement document (BRD) and system requirement document (SRD)
* Worked closely with UI/Front end design team for generating user interface, wireframes and prototypes
* Planned and defined functional requirements, Non-Functional Requirements and Business Rules
* Created Use case diagrams, Process flow and Activity diagrams related tothe functionality
* Involved in detailing project mission, data process flow diagrams, and timelines
* Assisted in process modeling, conducted and participated in JAD sessions with system users; helped with design walkthrough with stakeholders for base lining architecture
* Responsible for creating a series of reports on a weekly basis/listing committed dates, Risk that impact project schedules and status information using team foundation server tool
* Extensively worked with user experience team for creating wireframes and mock-ups using Axure RP tool
* Used Rational Requisite Pro for Managing and Configuring the Requirement Analysis effort
* Managed Clear Quest for all test management activities and uploading all reviewed test cases & defects management and consolidated the daily status reports, review and circulating to client managers
* Prepare the test metrics dashboard at the completion of every release
* Interacted with SME’s for user acceptance testing and further modified the application based on user requirements
* Evaluated the test coverage in HP ALM Quality Center
* Incident reporting in case of issues during execution and logging defects in ALM Quality Center
* Established traceability between the Requirements and the Tests in Traceability Matrix using ALM/ Quality Center
* Conducted usability tests,created user flows and wireframes,researched and documented usability standards
* Conducted System, Integrated and Regression testing to the application
* 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

**Environment:** ASP.NET, VS 2010,BI, OLAP, Team Foundation Server, XML, SQL Server 2008,MS Project, PL/SQL, Axure RP Pro, Rational Rose, UML, HP Quality Center, IBM Rational DOORS, MS Office

***Binary Spectrum, Bangalore, IndiaQuality Analyst*Jan 2009 - Feb 2010**

**Hospital Management Information Systems**

HIMS provides a secure, robust environment for transactions across all departments of the hospital and remote access of patient medical records for physicians and nurses.

**Responsibilities:**

* Conducted one to one meetings, brainstorming sessions with IT hospital management team and other stakeholders
* Created and shared meeting agenda and meeting of minutes to all the participants of the brainstorming sessions
* Discussed and created “As-Is” business process based on the existing process and performed gap analysis and created “To-Be” process model
* Managed personas and usability testing activities
* Managed and created website contents using Adobe CS tool
* Organize the status meetings and send the Status Report (Daily, Weekly etc.) to the client
* Performed testing of the application on various browsers
* Coordinated with developers to fix the problem and enhancing the application
* Created Requirements Traceability Matrix to keep the stakeholders informed of the progress of the project
* Develop test plan, test strategy, test coverage analysis, review requirements documents, Regression Test Pack, test cases and bug reports, Test Execution Metrics for process improvements and productivity improvements
* Involved requirement gathering, review of deliverables, status tracking, UAT co-ordination, review and execution of test cases

**Environment:**Java,SQL Server 2005, MS Visio, XML, MS Project, Test Director,Adobe CS, UML and MS Office

***Percept Web Solutions Pvt. Ltd., Nagpur, IndiaQuality Analyst F*eb 2006 - Dec 2008**

**Hospital Research Management System**

HRMS is a software product suite designed to improve the quality and management of critical care and hospital health care management in the areas of clinical process analysis and activity-based costing.

**Responsibilities:**

* Gathered Business and user requirements through interviews, survey and observation from portfolio managers and UI (User Interface)
* Followed Waterfall methodology to SDLC, actively involved in all phases of waterfall
* Worked closely with UI/Front end design team for generating user interface, wireframes and prototypes
* Planned and defined functional requirements, Non-Functional Requirements and Business Rules.Identified Use Cases and wrote Use Case Narratives
* Analyzing and understanding the application using the given BRDs, FRDs.
* Imparting functional knowledge to the team
* Interacting with the client on the problems related to business process and functionalities
* Preparing the Traceability Matrix, Test Results Documents
* Prepare manual test cases for the testers from the specifications in order to test the application in a structured manner and validate it
* Created Test Cases and Test Reports during different releases of this application
* Worked with Business analysts to create strategy, test plans and test cases for all release
* Involved in Functionality and Regression Testing
* Used Test Director to track and report system defects and bugs

**Environment:**Java, Apache Tomcat, MySQL, MS Project, JSP,Fore UI, MS Office, Net Beans IDE, Bug Zilla