**Poonam Bhardwaj**

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**SUMMARY**

* 7+ years of professional experience in Software Industry. Extensive experience in QA testing (Manual and Automation) with focus on Business Intelligence, ETL, Enterprise Data Warehousing (EDW), DataMart, Databases, Web services, Client-Server applications
* Extensive knowledge on all phases of Software Development Life Cycle (SDLC). Experience in Agile, Scrum, Waterfall models of SDLC and Test Driven Development.
* Extensive experience in Software Testing Life Cycle (STLC) and Defect Life Cycle (DLC). Participate in complete testing Lifecycle, Test Plan, Test Cases, Test Execution, & Defect Report.
* As an ETL Tester responsible for the understanding the business requirements, ETL and subsequently design ETL testing strategy using SQL scripts.
* Worked with Business analysts to understand the business and involved in walkthroughs, and periodical meetings to come up with project plans.
* Wrote complex SQL and PL/SQL queries to validate DataMart and Data warehouse Testing.
* In-depth knowledge of all QA Phases that include Manual, Functional, System, Integration, Regression Testing End-to-End testing.
* Experienced in Integrating and coordinating testing activities into software development activities.
* Worked with different RDBMS Oracle, SQL Server, Teradata, MySQL, IBM DB2 and their GUI utilities like SQL Loader, Oracle SQL developer, Teradata SQL Assistant, WinSQL to do transaction of data.
* Worked on Autosys for Batch Processing ETL, PL/SQL subprograms and performed backend testing.
* Worked heavily on testing various Data warehouse ETL process with tools includes Informatica, DataStage, Ab Initio, SSIS as well as many reports developed used various BI tools includes Business Objects, Cognos, Micro strategy, OBIEE, SSRS and Crystal Reports.
* Served as a Data Warehouse Specialist in testing of an enterprise data warehouse/business intelligence application.
* Strong ability in developing advanced SQL queries to extract, manipulate, and/or calculate information to fulfill data and reporting requirements including identifying the tables and columns from which data is extracted
* Experienced in programming Database Objects like Tables, Stored Procedures, Views, Rules, Defaults, user defined data types and functions using Oracle, SQL Server and DB2.
* Working knowledge on various types of data feeds like: XML, DB2, Oracle and Flat files.
* Hands-on experience using defect Management Tools Quality Center,HP-ALM and Jira, Rally
* Very strong in writing SQL and PL/SQL queries and UNIX shell scripts to perform Backend testing.
* Extensive knowledge of HIPAA standards, EDI (Electronic data interchange), transaction syntax like ANSI X12, Implementation and Knowledge of HIPAA code sets, ICD-9, ICD 10 coding and HL7.
* Strong working experience in the Data Centric Testing, Data Analysis, Design and Development.
* Supporting multiple projects, while maintaining strong quality and ability to meet deadlines.
* Very strong analytical skills, documentation skills and presentation skills.
* Self-starter and ability to present ideas in a concise, logical and well organized format.

**Technical Skills**

Operating Systems: Windows XP, Linux/Unix.

Data Warehouse tools: Data warehouse ETL Tools Informatica 9.6, Ab Initio,

Databases: Teradata V2R5, V12, V13 & Oracle 10g

Tools & Utilities: BTEQ, FASTLOAD, MULTILOAD, TPUMP, FASTEXPORT

Test Management Tools: HP Quality Center 9.0

Programming Languages: C, C++, SQL & PL/SQL

Operating Systems: IBM AIX 5.1 & 5.3, RHLinux, UNIX, HP UA, HP IA, SuSE 10.4.8, zLinux Windows XP,

Scheduling Tools: Control-M and Autosys

**EXPERIENCE**

**Florida Blue, Florida Jan 2014 – Jan 2016**

**Sr. QA Lead**

Product Management Tool is a new database and tool designed to house all product and benefit information for health, pharmacy, dental, life, vision etc. products. PMT will serve as the single source of truth for standard and group specific plans and benefits. PMT will provide summary and detailed product and benefit information, down to procedure and diagnosis code descriptions of services. PMT will be integrated with downstream systems and processes to support sales, enrollment, claims adjudication, eligibility and benefit requests, self and assisted service, etc. To ensure consistency and quality of the product and benefit data, a single team (the Product Review Team) will be responsible for evaluating and updating product and benefit data in the tool.

Summary of Benefits and Coverage: In compliance with Health Care Reform requirements, Florida Blue is implementing Summary of Benefits and Coverage (SBC). It is mandatory to provide a SBC for all health plans by using SBC UI. SBC Document contains Benefit Description, Product Rules and is posted on www.bcbsfl.com

Siebel is a new web-based application for all Customer Advocates who handle customer inquiries and also create sales quotes for both Small Group and Large Group. Siebel tracks activities and transactions. Siebel is a single desktop application that integrates existing applications into a common user interface and will replace Convergence, Diamond Dashboard, RBMS, Legacy, and Imagination. Siebel displays different forms to complete for different types of inquiries, reducing the amount of information you type in remarks.

* Reviewing the requirements document with Business Analyst and Developer.
* Working closely with cross-functional organizations, project teams and Business to develop project schedules, timelines to deliver high quality product.
* Lead QA initiatives including managing QA teams of 5-6 (onshore and off) people and contributing to the testing effort in a hands-on role.
* Estimation of allocation hoursfor the Scope Items.
* Involving in requirements traceability, test cycles and standardized reports, such as a root-cause bug report and a test execution progress report.
* Creating Test Plans and Test Strategies for testing scenarios.
* Creating process for the teams to follow.
* Creating checklists and protocols to be followed for the teams to follow while scripting.
* Implementing Automation framework and developing automation infrastructure.
* Identified scenarios for automation, enhancing, customizing and compiling automated QTP scripts.
* Created, developed and executed test cases and test scripts manually and also using automation tools
* Supported the extraction, transformation and load process (ETL) for a Data Warehouse from their legacy systems using Informatica and provide technical support and hands-on mentoring in the use of Informatica for testing.
* Used QTP to create basic scripts using check, Image, Database and GUI check points
* Created data table parameters and Multiple Actions in Quick Test Pro.
* Used Data Driven Testing methodology to test the application with multiple sets of data.
* Expertise in writing SQL Queries using Oracle, SQL Server and Informatica in validating data into Data Warehouse.
* Task Allocation and Making Status Reports. Installing and Configuring SOAP UI to test web services using WSDL file given by Development team.
* Developed Test Cases using WSDL, Schema files which defines Web Service Request, Response, methods/operations, End Point of web service to be tested.
* Facilitate the Test Cases review meeting with Business Analyst, Project Leads , IT and Users
* Facilitate Vendor Reviews, Product Review (Demo) and Signoff meetings.
* Creating, retesting, triaging and prioritizing the defects. Coordination with Team members and developing team in order to solve the issues.
* Customize the test scripts for correlation, parameterization and set up the run time settings.
* Designing Performance test Scenarios using Load Runner to evaluate the performance of the applications developed in Multi-tier architecture.
* Monitoring Throughput, Hits per Second, and other key Online Monitor graphs during a Performance test.
* Identifying Performance bottlenecks in the system from the Performance test(s) executed on an application.
* Detecting Memory leaks in the application from a Soak or Endurance tests.
* Attending Daily Status, Defect Review and Triage Call Meetings Involved in IVP (Implementation Planning) schedules, data planning and execution

**Aetna Health-Care Insurance, Bluebell, PA Oct 2011- Dec 2013**

**Lead QA Analyst**

Aetna Health Insurance Services Inc. is the leading online source of health insurance for individuals, families and small businesses. It provided complex health insurance information in an objective, user-friendly format, enabling the research, analysis, comparison and purchase of health insurance products that best meet consumers' needs. The project involved the up-gradation of the existing health insurance system whereby web-based application and a direct portal was setup to register Insurance Policies for prospective clients. Was also involved in the analysis of EDI transactions including 837 and 835 based on HIPAA 4010 and mapping them in order to comply with HIPAA 5010 standards.

* Analyzed the business and functional requirements of the application and also helped in developing detailed test plan and test cases.
* Defined the test criteria, project schedules and base lined the Test Plan with the help of project meetings and walkthroughs.
* Documented Technical Specs and developed test plans and test scripts for manual testing.
* Experienced in manual and automated testing for both front-end and backend.
* Participate in the creation of Test Scenarios & Test Cases with the UAT Team and the Business Analysts.
* Reviewed Informatica mappings and test cases before delivering to Client.
* Involved in setting up different configuration environment for compatibility testing and manual testing.
* Analyzed the existing claims process and specific business rule logic will be applied in the requirement model.
* Conducted UAT to confirm that all derivative products can be successfully processed through stages of the trade life cycle.
* Performed Manual Testing.
* Core responsibility involved complete manually testing of the User Acceptance Test (UAT).
* Strong working experience in the Data Analysis, Data Verification and Validation of an ETL Applications using Backend/Database Testing/Informatica.
* Authorized Test Cases for HIPAA EDI transactions specifically 837.
* Involved in the creation of Ab Initio Graphs from Functional Specification by extract, transform and load the data from multiple databases like DB2, Oracle.
* Acted as a liaison between the system user, technical groups and the development team for the development of the overall testing approach by executing test cases to support User Acceptance Testing (UAT) and identifies functional issues.
* Responsible for Epic system design and testing scripts for specialties and its clinical staff.
* Weekly sessions with EPIC TS and managing Sherlock issues/tickets.
* User Acceptance Testing (UAT) – Performed UAT tests using the MORAE Usability Testing Tool using the Observer and the Manager Mode along with the testing team.
* Performed Unit Testing, Functional Testing and Integration Testing.
* Created Initial Testing Approach Document to describe all phases of testing (QC, Component UAT, and Integrated UAT).
* Involved in loading test data in to DB2 tables for testing.
* Define and create a wide range of documentation: system requirements, UML use cases, test cases, wireframes, GUI design, Visio flows and user guides.
* Used SQL for Querying the DB2 database in UNIX environment.
* Provide implementation assessment, strategy, and mentoring services for Rational Rose, UML and RUP.
* Generated Performance Test plan in order to Execute Performance Testing Using Load runner.
* Responsible for creating test scenarios, scripting test cases using testing tool and defect management for Policy Management Systems, Payables/Receivables and Claims processing.
* Used HP Quality Center for test scripts creation, execution, test coverage and defect tracking.
* Reviewing the test cases, provide estimates and schedules.
* Automation of test scripts was done using QTP for test re-usability of different online transaction modules.
* Executed Test Procedure / Test Cases and report defects to management and development team for manual and automated testing.
* Manually executed the Test Cases for Functionality to achieve initial stability of the application. Automation by using Win runner for RegressionTesting.
* Participated in UAT and worked with Mercury Quality Center for bug and defect tracking.
* Involved in the preparation of the test plan and other test strategy documents.
* Designed Load scripts using Load Runner to load test high traffic end user processes for performance and reliability.
* Reported results to development teams to resolve critical bottlenecks.

Environment: Windows XP Professional, Oracle9i, UAT Testing, EDI X12N 4010, EDI X12N 5010,MS Access 2000, MS Excel, RUP, Oracle, Toad for Data Analyst, Rational Rose, Requisite Pro, Clear Case 2002, HP Quality Center, Rational Clear Quest 2002, Epic, HP Quality Center, Quick Test Pro (QTP), MAINFRAME (COBOL, DB2, JCL, CICS), MS Office suite, MS Visio 2003.

**Dean Health Plan, Madison WI Jul 2009- Sep 2011**

**QA Analyst / Tester**

Implementation of Health Care Reform at the payer side the Dean Health Plan. The responsibilities involved reading regulations and discussing with Business to convert them into requirements for the project implementation. Specific responsibilities involved working with the premium subsidies and premium credits, 835 transactions and Electronic Funds transfer.

* Responsibilities included reviewing and analyzing the requirements of the application. Designing the Test plans, creating and running the automated and manual test cases, identifying the defects.
* Conducted review meetings with the development team to set a hard-freeze date and gather input for creating the Test Plans and Test Specifications.
* Performed UAT based on Requirements Document and prepared the Test Cases using Quality Center.
* Created the Test Cases for functional testing of the system.
* Tested the web pages manually as well as using automated tools.
* Involved in writing SQL queries for backend testing using TOAD and DB2.
* Involved in coding, Unit testing, implementation and documentation for record keeping.
* Worked on the Epic Applications Transformation Team.
* Attended EPIC (Health Connect) training classes Attended EPIC (Health Connect) training classes.
* Involved in creation and execution of manual test cases in Mercury Test Director and automated Test Cases in QTP and analyzed the Test Results.
* Deeply worked into Relational Database Systems in Oracle, SQL Server, DB2 and Written SQL Queries.
* Analyzed the existing claims process and specific business rule logic will be applied in the ACP model.
* Coordinated the testing during UAT and conducted defect management: tracking, verification closure, using Mercury Quality Center.
* Performed extensive data modeling to differentiate between the OLTP and Data Warehouse data models.
* Identified/documented data sources and transformation rules required populating and maintaining data warehouse content.
* Involved in preparing Test Plans based on User Requirements Document (URD) and prepared the Test Cases using Test Director/Quality Center.
* Developed strategies with Quality Assurance group to implement Test Cases in Mercury Test Director for stress testing and UAT (User Acceptance Testing
* Involved in creating logical and physical model of the database using MS Visio, MS SQL Server 2008.

Environment: Java, Quick Test Pro 8.2, Epic, Clear Case HP Quality Center, DB2, Mercury Quality Center,J2EE,RUP,UNIX, XML, Sybase, SQL, PL/SQL, Oracle9i, MS Vision. MS Office, Quality Center 9.0, QTP, Crystal Report, Quick Test.

**State of Michigan Lancing, Michigan Oct 2008 to June 2009**

**ETL Tester/Quality Analyst**

CNSI is a product based company that renders services to federal & state government agencies to manage their Medicare & Medicaid programs. The team is responsible for implementation, O&M of Medicaid Management Information Systems (MMIS) for State of Michigan (CHAMPS). The effort includes conversion of legacy MMIS systems with a Cloud platform and provides O&M support for the same.

* Prepared Test cases for Informatica PowerCenter jobs & Teradata Scripts on V13 Environments.
* Analyzed Business Requirement Specifications and Test plan Documents for the testing process of the Application.
* Preparing the Sql’s in Teradata based on the business rules.
* Validating the files in UNIX.
* Test Cases were prepared to validate the jobs functionality.
* Checkout the code by using with Code promotion Tool.
* Executing the jobs in Control-M scheduling tool.
* Executing, Reporting and Tracking the defects with Mercury Quality Center.
* Involved in Black Box Testing like Functional testing, Smoke testing, Sanity testing and Regression testing.
* Teradata Enterprise, Teradata Multi load and Teradata Connector.
* Performed Performance Testing and Integration Testing.
* Analyzed Test Results and prepared Test Summary Report.
* Involved in using Sub Queries, Joins, Functions and Set Operations in Teradata.
* Executed various UNIX Commands and Executing Scripts.

Environment: Informatica PowerCenter, Teradata, Oracle 11, Quality Center 10.0, UNIX and Control-M