**Raghava Kapu**

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**Profile Summary:**

* Cumulative 8 years of Professional Experience as **QA Analyst** with extensive experience working in various domains built for Insurance (**P&C, Auto, Life and Health**), Retail, Healthcare (**HIGLAS, Claims Processing, HL7 and HIPPA, ICD-9 & 10, Clinical Trial Management Systems**),Financial and Pharmaceutical industries with strong business and functional knowledge.
* Experience in Software Development Life Cycles (**SDLC**): **Agile (Scrum), Iterative, GIP** and **Waterfall model**.
* Extensive experience in Quality Assurance Life Cycle **(QALC)** aspects such as developing Test Strategies/Test Plans, Test Cases, Defect Reports and developing Test Scripts, Traceability Matrix and Test Environments.
* Extensively used HP Interactive tools **Quick Test Professional, Win Runner, Test Director, Quality Center** in automated testing.
* Performing all the Test Management activities such as test case creation and defect tracking in **Quality Center**, **Test Link &** **TRAC.**
* Proficient in writing **Test Plans**, **Test Scenarios and Test Scripts** from business, functional and technical requirements.
* Developed **QTP scripts** in Expert view Environment using **Parameterization**, **Checkpoint**, **Regular Expression**, **Object Identification** etc.
* Involved in implementation of different **Automation Frameworks** such as Hybrid, Keyword and Data Driven.
* Experience in **VB Script programming** for Development of scripts in **QTP** and managed data in **Quality Center.**
* Proficient in **SOA / Web Service** testing using **soapUI**
* Expertise in Claims, Subscriber/Member, Plan/Product, Claims, Provider, Commissions and Billing Modules of **Facets**.
* Involved in Facets **Output generation, Interface development and Facets** migration projects.
* Well versed in Health Care with **HIPPA, HL7, EDI and x12** data formats and **270/271**, **276/277**, **278**, **820**, **834**, **837** and **835** Transactions.
* Experience in Medical, Pharmacy Plan changes from one plan to other plan within Group, subgroup, class combinations.
* Experience with **COB (coordination of benefits)** application with in facets, testing of claims status for selected subscribers
* Provided analytical solution to the customers for **Facets Production Issues.**
* Planned various **SharePoint** sites including creating document libraries, lists, and web part content using Microsoft Visio
* Extensive knowledge of testing procedures, application guidelines, and operating systems of **SharePoint applications**
* Performed **Integration, Functional, Smoke, Exploratory, Security, GUI, Regression, System and User acceptance Testing**.
* Proficient in performing **Mobile Testing** using cloud tools like **Perfecto** and Real Devices **(iOS, Android, BlackBerry, tablets, Windows Mobile, etc.)**
* Experience working with **databases** like **Oracle**, **MS SQL Server**, **Access**.
* Experience in **importing and exporting** Test Scripts to **Quality Center** from **Microsoft Word**/ **Microsoft Excel.**
* Experience in managing the entire quality process management, administration and testing of application-based system using **Quality Center**.
* Proficient in **SQL**, **PL/SQL** programming for back-end testing.
* Interacted with Business users regarding Business Requirements.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Testing Tools** | Quick Test Professional 11.0, 10.0, 9.2, Win Runner 8.2, SOAP UI 3.5, Test Complete, Perfecto |
| **Reporting Tools** | Test Link, Quality Center 10.0,9.2,9.0, Bugzilla 2.1, Test Director, JIRA, BI Publisher, TRAC, Trackwise, TFS, MTM |
| **Methodologies** | Waterfall, GIP, Agile (Scrum), |
| **Scripting Languages** | Vb Script, Groovy |
| **Languages** | C, C++, SQL, PL/SQL, TSL, .Net, Java/J2EE |
| **Web Technologies and Middleware Technologies** | XML, HTML, ASP .Net, VB Script, VB.Net, Java Script, Web Methods 6.0, MQ Series 5.0. |
| **RDBMS** | Oracle 8i/9i, MS-Access, SQL Server2008. |
| **Operating Systems** | Windows 95/98/2000/NT/XP/Vista, MAC, UNIX. |
| **Applications** | MS Word, MS Excel, MS Outlook, MS PowerPoint, MS Visio, Lotus Notes, MS Share point, |

**PROFESSIONAL EXPERIENCE:**

**Client : inVentiv Health Clinical, Princeton. Aug '13 to till date  
Project: CTMS (Clinical Trial Management System)  
Title : Sr. Test Analyst**

inVentiv Health is a leading global provider of best-in-class Clinical, Commercial, and Consulting services for companies seeking to accelerate performance. inVentiv Health’s clients include more than 550 pharmaceutical, biotech, and life sciences companies. inVentiv Health’s global services include [clinical development (CRO)](http://www.inventivhealth.com/solutions/business_segments/clinical), [selling solutions (CSO)](http://www.inventivhealth.com/solutions/business_segments/commercial), [medical education](http://www.inventivhealth.com/solutions/business_segments/commercial), [marketing](http://www.inventivhealth.com/solutions/business_segments/commercial), [communications](http://www.inventivhealth.com/solutions/business_segments/commercial), [public relations](http://www.inventivhealth.com/solutions/business_segments/commercial), [advertising](http://www.inventivhealth.com/solutions/business_segments/commercial), [digital strategy](http://www.inventivhealth.com/solutions/business_segments/commercial), and [management consulting](http://www.inventivhealth.com/solutions/business_segments/consulting).

**Responsibilities:**

* Involved in test script development, test execution, test analysis & defect tracking.
* Interacted with end users, **SME’s and BA’s** in understanding business requirements and business process flows.
* Performed **Black Box testing** **manually** and reporting the results using **Quality Center.**
* Reported the defects using standardized **ER template**.
* Responsible for uploading any issues, stories and discrepancies on a daily basis on **Mendix**.
* Performed **Functional, regression, System Integration** and **Ad-hoc** testing for the various applications.
* Conducted **User Acceptance Test (UAT)** with users and Customers and wrote **Issues log.**
* Used **Quality Center** as a Test Management Tool for systematic control over the testing process.
* Created and executed **SQL** queries to fetch data from SQL developer database to validate and compare expected results with those actually obtained.
* Conducted and participated in meetings with business analyst as part of Daily Stands ups for requirements clarifications and with Development team for Issues/Defect discussions**.**
* **Identified** Re-usable/Repeatable manual test cases for creating Regression Test Suite.
* Used **Test Complete** to create automated tests.
* Responsible in preparing **Requirements Traceability Matrix**.
* Coordinate with **off shore team** on a daily basis.
* Participating in **Agile** meetings – product backlog meetings, Sprint back log meetings, Sprint planning meetings, Daily Stand ups.
* Configured the **eTMF** for all the site protocols.
* Performed **Positive & Negative** testing for system validation.
* Found Defects and interacted with developers to resolve technical issues using **Quality Center**.

**Environment:** Agile(SCRUM),SQL developer, MS Office, PL/SQL developer, SQL Server 2008, XML, UNIX, Windows XP/Vista, MAC, Quality Center, MS Visio.

**Client : State Farm Insurance, Bloomington. Oct '12 to Aug’ 13  
Project: Report a Claim  
Title : Sr. Test Analyst**State Farm offers a variety of insurance products for individuals and businesses with its products ranging from Life, Health, Property, automotive, immovable assets, mechanical coverage, personal lines, and commercial lines including reinsurance. Automotive insurance forms a majority of State farms operation and revenue. It involves maintenance of its **Claims**, Customer information, policy details, agent's information, premium tariffs, vehicle information, history of their road accident, personal injury and claims settlement including self and third party liability. The application tested is an upgrade of existing **ELR** application to Online **Report a Claim** to different lines of business including **AUTO/PROPERTY & Causality/HEALTH/LIFE**.

State farm has developed the ICP platform to gain a better understanding of evolving customer needs. The ICP will provide customers the ability to acquire and service all of their State farm insurance and financial services products across all the access points.

**Responsibilities:**  
• Analyzed specifications and business requirements and wrote a test plan for the online **Report a Claim** application for USA and Canada.

• Participate in **HLSDWP** and **BCD** sessions.  
• Worked on Program level **Focus Lead** assignments where I led testing of insurance application development efforts of sizes from $30 million to $40 million. The applications include agent facing (Internal Associate), customer facing, and backend processing developed using technologies like **Windows web, Web sphere/J2EE, MQ Series etc.**• Analyzed business needs, user requirement and specifications, formulating changes and identified various test scenarios to make sure that the application is adhering to business standards.

•**Coordinated/managed** test teams of sizes from four to ten, participated in planning of project efforts, provided testing estimates for schedule development, developed testing resource requirements, worked on their **allocation management** and managed people resource issues.

•Developed communication plans to use between project teams, identified testing risks and developed mitigation plans, involved in **Issue management, Risk management, and Change management.**

•Responsible for identifying all the **Integration Points** and **Dependencies** on different **DC’s** and communication with integration contacts.

•Created **DOU’s** (Document of Understanding) with all the dependencies.

•Developed Testing Strategies and managed development of detailed test plans and schedules, coordinated all the levels of tests for different test phases - **planning, design, setup, execution, and defect management.**

•Coordinated regression testing with external applications from outside the program and managed **test environments** for different technologies.

• Conducted **Compatibility testing** on variety of browsers to ensure the users with different browsers doesn’t experience problems.  
• Performed **Integration, Functionality** testing manually as per the test case and evaluated the test results.

* Responsible for performing **Mobile Testing** using tools like **Perfecto** and Real Devices **(iOS, Android, BlackBerry, tablets, Windows Mobile, etc.)**
* Responsible for performing the **Accessibility Testing** to meet the **WCAG** level “A” and “AA” standards using tools like **NVDA**, **a Designer**, and **Firebug**.

•Involved in detailed design of **Wireframes**.  
• Involved in **Integration**, **System, Regression and Mobile Testing**  
• Executed the Test Cases and reported the Bugs using **TRAC**.  
• Conducted **Validation** and **Verification** of bug fix.

* Participating in **Agile** meetings – product backlog meetings, Sprint back log meetings, Sprint planning meetings, Daily Stand ups.
* Involved in **ATDD** approach.

•Coordinated/managed work between **on-site & off-site/off-shore** test teams

**Environment:**Agile(SCRUM), MEGA, Test Link, TRAC SQL developer, MS Office, PL/SQL developer, SQL Server 2008, XML, UNIX, Windows XP/Vista, MAC, MS Visio.

**LOWES, Mooresville, NC Dec’2010 to Sept’2012**

**Project : GCA**

**Sr. QA Analyst**

**Responsibilities:**

* Performed **Integration**, **Functional**, GUI testing and Involved in Regression testing on each build during the various phases of the application.
* Application Development and Testing followed Agile methodology with 4 weeks Sprint Cycle.
* Responsible for conducting Weekly Automation Status meetings, Monthly check Points, Defect Triage Meetings and representing QA in Weekly Project Status meetings, Bi-weekly Portfolio Meetings.
* Created the detailed **test plan** and **test cases** from the User Stories that are selected for implementing in the Current Sprint.
* Conducted and participated in meetings with business analyst as part of Daily Stands ups for requirements clarifications and with Development team for Issues/Defect Discussions**. Identified** Re-usable/Repeatable manual test cases for creating Regression Test Suite.
* Managed Requirements, Test plan, Test cases and Test automation scripts using HP **Quality Center** to facilitate Traceability.
* Developed and executed Test scripts Using **QTP10.0**.
* Developed automated test scripts using **VB Scripts** to perform Functional and **Regression Testing**.
* Created **Data Driven** and **parameterized** automated test scripts using **QTP Actions** and **VB Script** functions and worked with **Check Points.**
* Took the ownership for maintaining the QTP **Object Repository.**
* Created and executed **SQL** queries to fetch data from sql developer database to validate and compare expected results with those actually obtained.
* **Report** and **Track** defects using **Bugzilla**.
* Coordinated with the developers for code walkthrough and inspection for static testing.
* Involved in various Agile meetings and Demos as part of Agile Approach Includes Iteration planning meeting, Daily Scrum Meetings, End of Iteration meeting, Iteration Retrospective meetings and End of Iterations Demo.

**Environment:** Quick Test Professional11.0, Quality Center10.0, Agile (SCRUM),SQL developer,MSOffice,PL/SQLdeveloper,SQLServer2008,WindowsXP/Vista,Bugzilla2.1

**CMS, Linthicum Heights, MD Jan’2009 to Nov’2010**

**Project: HIGLAS**

**Sr. QA Analyst**

**Responsibilities:**

* Worked effectively as part of **Agile** team by focusing on team goals and customer value.
* Worked with providers and Medicare or Medicaid entities to validate **EDI** transaction sets or Internet portals. This includes **HIPAA 4010; 837, 835, 270/271**, and others. Provided healthcare provider problem resolution. Work as a medical coding SME, including ICD-9, HCPCS; Procedures and diagnosis testing
* Worked on **837 and 835 projects**, including syntax and business rules for X12 HIPAA 4010 and 5010 validation for loops, segments, elements, qualifiers and code sets. Create export and XML processes for Lotus Notes
* Worked on **UAT** testing for **HIPAA 4010** and **5010** projects including legacy testing and HIPAA requirements and compliance mandates.
* Medical Claims experience in Process Documentation, Analysis and Implementation in 835/837/834/270/271/277/997(X12 Standards) processes of Medical Claims Industry from the Provider/Payer side
* Tested the **Diagnosis Code, Diagnosis Code Header** and ICD-Indicator verifying the Diagnosis Code for **ICD-9 or ICD-10**.
* Test data entry into **FACETS** application in the test environment for creating groups, subscribers and family members.
* Validated member eligibility and eligibility inquiry in the **FACETS** application to the legacy application in order to confirm the migration successful or not.
* Strong **HIPAA EDI 4010** and 5010 with **ICD-9** and **ICD-10**, analysis & compliance experience from, payers, providers and exchanges perspective, with primary focus on Coordination of benefits
* Analyzed the business requirements**/** User Stories and prepared the Test Plans accordingly.

 Tested the **Members, Providers, Facets Workflow** and **Claims** in **Facets.**

* Tested various interfaces to **Facets in HTTPS Environment.**
* Expertise in Claims, Subscriber/Member, Plan/Product, Claims, Provider, Commissions and Billing Modules of **FACETS.**
* Involved in Design and development of test plans based on high-level and detailed designs.
* Worked on various tasks, which involved writing **Test Cases**, **Test plans**, testing functionality from the functional specification**/** User Stories and also verifying the **test cases** provided by the developers.
* Used **QTP 9.2** for preparing Regression bed of Regression Testing.
* Created **Data Driven** and **parameterized** automated test scripts using **QTP Actions** and **VB Script** functions and worked with **Check Points.**
* Worked with various Add-ins as required for automating specific applications.
* Developed Automation test scripts for regression suite of the application using various checkpoints and data driven tests.
* Extensively used **QTP** checkpoints, Bitmap checkpoints, Database checkpoints while doing the functional test of the application.
* Performed Smoke Testing, Security Testing, GUI Testing and User Acceptance testing.
* Used **Parameterization** and **Output** values to perform data driven tests**.**
* Created SQL queries to test the backend functionality of the application.
* Tracked defects and reported bugs to developers to resolve issues using **QC**
* Worked with **Quality Center** to manage the entire Quality Process Management, administration and testing of hospital based systems.
* Conducted **User Acceptance Test (UAT)** with users and Customers and wrote Issues log.
* Provided feedback to the developers and the QA team on top priority issues.
* Participating in **Agile** meetings – product backlog meetings, Sprint back log meetings, Sprint planning meetings, Daily Stand ups.
* Worked with AgileXpress Tool for Tracking Daily Status as part of Agile Methodology.

**Environment:** Facets, UML, MS Office, XML, HTML, Quick Test Professional 9.2, Quality Center , AgileXpress, 9.2, ASP.NET, C#, SQL, Windows XP.

**Client: STATE OF MICHIGAN, MI Apr’ 2007 to Dec’ 2008   
QA Analyst**

**Responsibilities:**

* Analysis of Business Requirement Document **(BRD)** and Software Functional Specifications **(SFS)**.
* Assisted in the development of **Test approach** – planning, scope, resource assignments, and schedules.
* Involved in designing test cases and test scripts for **manual testing** and **automated testing.**
* Developed, Enhanced, and Maintained automated testing scripts with **Quick Test Pro** for **Regression, Integration,** and **system Testing**.
* Used **Parameterization** for using various data to test the application.
* Enhanced scripts by putting **standard, bitmap, and database checkpoints** using **Quick Test Pro**.
* Used **Clear Quest** for managing the defect flow.
* Conduct **Functionality test, Performance test and UAT with Product Test Group** and report to Release Management.
* Involved in **Database Testing** with **DB2** and Analyzing the Results through Regression Testing.
* Developed and executed integration test scenarios.
* Performed Business Process Testing **(BPT)** using **QTP**.
* Produced timely **Testing Metrics** and **Summary Reports** for project management and the quality assurance manager throughout testing life cycle for use in **gauging** testing status and identifying any course corrections needed to ensure adequate coverage and quality.
* Designed the **reusable** and **modular action** components for the **eAWR** application using **QTP.**
* Created **Data Driven** and **parameterized** automated test scripts using **QTP Actions** and **VB Script** functions and worked with **Check Points.**
* Identified defects, retested defects using defect Tracking and Reporting software’s defects using Team tracker during various phases of testing.
* Defect Triage Meetings and representing QA in Weekly Project Status meetings, Bi-weekly Portfolio Meetings.

**Environment:**QTP 9.2, Team tracker 5.1, VB script, PL/SQL 2005,Windows XP/Vista, Suse Linux Agile(scrum),DB2, TSO/ISPF,MKS, Web Services, IIS 6.0.

**Client: First Health Insurance Inc, CA Oct’2005 to Feb’2007**

**QA Analyst**

**Responsibilities:**

* Created the detailed test plan and test cases from the business requirements documents and meetings.
* Involved in test script development, test execution, test analysis, defect tracking.
* Executing test cases **manually** and reporting the results using **QC**
* Performed **Black Box Testing** by executing test cases manually and using **QTP.**
* Conducted **User Acceptance Test (UAT)** with users and Customers and wrote **Issues log.**
* Used **Quality Center** as a Test Management Tool for systematic control over the testing process.
* Used **Quick Test Professional for** best solution for regression test execution.
* Created queries to test the backend functionality of the application.
* Performed **Positive & Negative** testing for system validation.
* Found Defects and interacted with developers to resolve technical issues using **Quality Center**.
* Created **Data Driven** and **parameterized** automated test scripts using **QTP Actions** and **VB Script** functions and worked with **Check Points.**
* Responsible for performing **Regression testing** on the Application for checking validity of functionality in different versions of the application using **Quick Test Pro**

**Environment**: Quick test professional 9.0, Quality Center, .Net, SQL, Windows XP, MS Office, XML, HTML.

**Client: Zydus Pharmaceuticals Apr’2004 to Sep’ 2005**

**QA Analyst**

**Responsibilities:**

* Involved in **Regression testing**, **System testing** and stress testing.
* Performed **Compatibility Testing** to check whether the application is compatible with other applications that it has to interface with.
* Performed **functionality testing** of the web page objects such as HTML links, HTML images etc.
* Tested the application thoroughly for defects and reported to developers using **Test Director**.
* Used **Test Director** as a Defect Tracking System and generated summary reports.
* Participated in **bug triage meetings** with developers to validate the severity of bugs and responsible for tracking of bug life cycle using test director.
* Involved in knowledge transfer of the application.
* Participated in various meetings and discussed enhancement and modification requests.

**Environment:** Test Director, Visual Basic 5, Oracle PL/SQL, Windows 98/2000,

**EDUCATION:**

* **Bachelor of Engineering** (Electronics & Communications) Madras University, India