**PROFESSIONAL SUMMARY:**

* 7 years of experience in Quality Assurance and Software Testing, IVR testing in Healthcare Industry.
* Broad experience in following QA methodologies, preparing Test Scenarios, Test Plans, writing Test Cases and executing them; performed Defect Reporting and Tracking through the entire defect life cycle.
* Experience with Agile testing. Certified Scrum Master.
* Significantly worked on Manual Testing and significant Automation Testing knowledge and have hands on experience with QTP.
* Expert in performing various system testing, load/stress, integration, unit, Regression, Back End, Front End smoke and UAT.
* Expertise working in Healthcare industry with Claim Processing, Medicaid and Medicare modules as well as Interface Testing and Data Conversion.
* Well-rounded understanding of telephony systems including IVR Interactive Voice Response testing, call management, call routing and network topology.
* Designed and implemented manual / automated technologies, tools, and processes to improve IVR testing effectiveness and repeatability. Worked on bug finding reporting of bugs.
* Broad knowledge of different Software Development Life Cycle (SDLC); models like Waterfall, Agile.
* Experience in testing Client-Server and Web-Based Applications.
* Expertise in problem solving and bug tracking using HP tools like HP ALM/Quality Center.
* Closely worked with Business Analyst to understand the functionality of each requirement and provided full support on Mainframe applications whenever required.
* Experience with the Interface Testing of the Interactive Voice Recognition (IVR).
* Involvement with Medicare, Medicaid, &commercial insurances in HIPAA ANSI X12 4010, 5010 formats including 270/271 (inquire/response health care benefits), 276/277(Claim status), 834(Benefit enrollment), 835 (Payment/remittance advice), 837(Health care claim).
* Strong understanding of SQL (can create own SQL to check the integrity of database) and XML.
* Extensive knowledge of Relational database systems and Data profiling.
* Expert in matching requirements with test cases using Requirements Traceability Matrix.
* Exposure to testing methods, such as Regression, Performance, Functionality, and Usability Testing for web and Client/Server application.
* Experienced in System Testing and System Integration Testing (SIT).
* Good knowledge on different modules within healthcare (Membership, billing, enrollment, Claims, capitation, providers).
* Skilled at assessing client needs and making recommendations to enhance existing procedure to increase productivity.
* Extremely energetic, detail oriented, organized, self-starter with the ability to work independently and excellent team player with strong analytical abilities, communication skills, interpersonal skills, and problem-solving skills.
* Possess strong ability to quickly adapt to new applications, platforms and languages and ability to handle multiple tasks simultaneously.

**TECHNICAL SKILLS:**

**Testing Tools:** HP UFT/Quick Test Professional (QTP), SOAP UI

**Bug Reporting Tools:** HP ALM/ Quality Center

**Database:**  Oracle, MS Access

**Methodologies:** Waterfall and Agile

**Operating Systems:** MS Windows, UNIX.

**Languages:** SQL, PL-SQL, VBScript

**Applications:** Microsoft Excel, PowerPoint, Word, Outlook

**PROFESSIONAL EXPERIENCE:**

**Cardinal Health Inc, Dublin, OH**

**December 2015 – December 2017**

**IVR QA Tester**

**Description:** Cardinal Health is a leading provider of products, services, and technologies supporting the healthcare industry. The Medi Pharma online service was designed to deliver refill medication to follow-up, disabled, and elderly patients at their homes without the necessity to visit the physician. As a senior QA analyst, I Conducted tasks like testing functionalities of IVR systems and preparing test scripts to support the testing process of multiple healthcare projects.

**Responsibilities:**

* Prepared Test Cases and detailed test procedures for testing the IVR application under test.
* Logged Defect in HP ALM and Executed test cases before and after bug fixes for each build
* Enhanced the Test Scripts by adding Check Points in HP UFT/QTP.
* Performed data driven test for multiple scenarios with different sets of data using internal and external data sources.
* Participated in Daily Agile Scrum “Stand-up”, Biweekly Sprint Planning and Retrospective Sessions and update the team on status of upcoming User Stories.
* Performed User Acceptance Testing (UAT), System Integration Testing (SIT), GUI testing and Functionality testing manually.
* Tested voice quality and voice recognition functionality of IVR Systems.
* Performed speech quality analysis and speech path verification under the guidelines of senior IVR tester
* Evaluated the quality of voice channel received in IVR systems
* Provided support in voice channels and user-plane interfaces
* Performed responsibilities of integrating network in IVR systems as required.
* Documented Requirements from stakeholders for CISCO IVR (Interactive Voice Response) based project and performed activities based in entire testing life cycle on the same.
* Created and maintained SQL Scripts to perform back-end testing on the Oracle database.
* Wrote complex SQL queries to perform the Back-End Testing of the Oracle database using SQL and UNIX shell commands.
* Performed IVR / CTI, call routing testing.
* Developed automated Test Scripts in UFT using VBScript for Regression and functional Testing.
* Used Parameterization for using various data to test the application using UFT.
* Executed the regression test cases along with testing new enhancements by using UFT and analyzed results.
* Extensively worked in ANSI X12270-271 EDI Transaction and validate the date from EDI transaction.
* Worked with providers and Medicare or Medicaid entities to validate EDI transaction sets or Internet portals. This includes HIPAA EDI X12 837, 835, 270/271, and others.
* Documented the test results and reported the status of assigned test tasks and issues to project QA Lead.
* Extensively used SQL statements to query the Oracle Database for Data Validation and Data Integrity.
* Executed test cases found errors reported defects, determined repair priorities, did regression testing and closed by using HP ALM.
* Categorized bugs based on the severity and interacted with developers to resolve them.
* Responsible for performing various types of process evaluations during each phase of the software development life cycle, including audit, review, walk through and hands on system testing.
* Extensively used Microsoft Office Suite of products for documentation and data interpretation.

**Environment**: HP UFT/QTP, Cisco IVR, SQL, VB Script, UFT, Windows, UNIX, XML, HP ALM, Internet explorer, Windows, MS Office

**Optima Health, Richmond, VA**

**July 2012 – October 2015**

**IVR QA Tester**

**Description:**Optima Health offers health insurance coverage for individuals, families, and employers that includes wellness programs, online resources, extra savings and discounts and more. As part of the testing team I developed test strategies, test plans, implemented simulation test situations and performed on-line real-time testing. Testing experience included both Mainframe testing and Windows application-style GUI testing through a web browser and IVR.

**Responsibilities:**

* Analyzed business requirements and module-specific functionalities to identify test requirement in a agile environment.
* Participated in daily scrum meeting.
* Developed Requirements Traceability Matrix to track requirements
* Conducted Manual Testing for checking the flow of the application functionality
* Manually tested each module of the application and verify against expected results
* Analyzed user requirements and prepared test approach document
* Prepared test requirements, test cases manually
* Checked the data flow through the front-end to back-end and used SQL queries to extract the data from the database.
* Involved in writing test plans, test cases for several IVR applications.
* Developed Business Requirements and test scenarios for Interface Testing for Interactive Voice Response (IVR) integration.
* Hosted the application online using Microsoft SharePoint excluding some functionality those were developed to use by employees only.
* Extensively used SQL programming in backend and front-end functions, procedures, packages to implement business rules and security.
* Involved in functional, Integration and Regression testing of Several IVR Applications.
* Performed Functional testing of the system using both manual testing and automation tool QTP.
* Performed Regression testing, Integration testing, and system testing using QTP.
* Parameterized QTP scripts for using with varied, controlled test input values.
* Performed backend database testing by writing SQL scripts to verify data integrity
* Developed SQL Stored Procedures and Queries for Back end testing.
* Conducted Back-End Testing for Oracle databases using complex SQL queries
* Performed several types of Black box testing, Integration Testing.
* Experienced with Positive/Negative Testing, Performance Testing, and Regression testing for Several IVR applications
* Performed UAT testing, Front end testing (UI Testing), Data feed, IVR, Batch apply and scheduling and running Batch Jobs, backend testing with Oracle
* Performed Database Integrity Testing by executing SQL statements
* Performed comparison of actual report with the expected values by querying the database
* Performed extensive manual testing on critical functionalities of the application
* Created and tested scenarios using positive and negative test data
* Wrote simple to complex SQL queries to verify the database tables for the data inserted from the GUI
* Modified and maintained test cases with changes in application interface and navigation flow
* Used HP ALM/ Quality Center for bug tracking and reporting, also followed up with development team to verify bug fixes, and update bug status
* Prioritized and reported defects, presented documents and reports in weekly team meetings

**Environment:** HTML, IE, Java, UNIX, Oracle, IVR, VB Script, QTP, HP ALM/Quality Center, SQL, MS Office.

**Cigna Healthcare, Hartford, CT**

**May 2010 - June 2012**

**QA Tester**

Cigna Healthcare was implementing FACETS system that could initiate all the necessary procedures, standardizes and validates the data according to HIPAA regulations. The new application also allows the Providers to track and manage the status of a health benefit claims.I worked in test scenario for the HIPAA transaction (270/271, 276/277, 837/835).

**Responsibilities:**

* Good Understanding of the EDI (Electronic data interchange), Implementation and Knowledge of HIPAA code sets.
* Followed HIPAA implementation guides for preparing the EDI files. Worked on HIPAA Transactions (270/271, 276/277,837/835) for the test scenarios.
* Conducted System Integration Testing (SIT) and User Acceptance Testing (UAT).
* Worked with BA in creating technical documentation, Reviews, analyzes, and evaluated business systems for end user needs. Assisted BA and PM in preparing project plan and schedule control in MS Project.
* Created test plans templates and wrote and executed Test Cases.
* Tested the interface between database and the application.
* Performed Functional testing of the system using both manual testing and automation tool QTP.
* Performed Regression testing, Integration testing, and system testing using QTP.
* Parameterized QTP scripts for using with varied, controlled test input values.
* Wrote several test cases for functionality, system and integration testing and tested the application manually and involved in automated testing using HP Quality Center.
* Created data-driven tests and synchronization points to help solve key problems.
* Involved in extensive DATA validation using SQL queries and back-end testing
* Involved in Front to Back testing for all European and Asia pacific regions
* Wrote complex SQL, Testing scripts for Backend Testing of the data warehouse application.
* Experienced in writing complex SQL queries for extracting data from multiple tables.
* Participated in requirement walkthroughs and creation of test plan
* Validated the data in the database using SQL scripts.
* Followed Workgroup for Facets Electronic Data Interchange (EDI) standards for testing that need to comply with the HIPAA guidelines.
* Maintained Traceability matrix and Test Matrix
* Maintained various versions of Test Scripts. Performed Sanity Testing and Smoke Testing in Agile environment.
* Investigating software bugs and reporting to the developers using HP Quality Center.
* Executed test cases manually as well as using Automation tool HP QTP.
* Tracked and reported defects using JIRA. Generated defect reports for the developers.

**Environment**: Microsoft Office suit, MS Visio, QTP, VB Script, MS Project, GAP Analysis, UML, Oracle, SQL, SIT, UAT, HP Quality Center, Agile Scrum, MS SharePoint.

**EDUCATION:**

**Master’s in Business Administration**

**Certified Scrum Master (CSM)**