# Ram B

**Quality Analyst**

8 years of experience in software testing and quality assurance. A creative and professional team player worked with various companies providing expertise, training and support on effective use of QA tools and practices.

Excellent understanding of the Software Development Life Cycle (SDLC) with emphasis on Black Box testing, functional testing, GUI testing, system testing, regression testing, security testing, load and performance testing of Web and Client/Server based applications.

### Possess extensive knowledge of software Quality Assurance Techniques and excellent analytical skills coupled with good communication and interpersonal skills. Skilled at building a strong team environment, and have ability to acclimatize to new technologies and situations with ease.

* Proficient in **QA processes, test strategies** and experience in **testing documents** like **Test plan, Test procedures** and **Test cases** for **manual testing**.
* Work individually, as well as in **team environment**, to achieve project quality goals.
* Extensive exposure to **Rational Unified Process (RUP), Agile Software Development Methodology and Waterfall Methodology.**
* Strong hands on experience in **Manual Testing** on client/server and **web-based applications**.
* Experience in using testing tools like **Quality Center, Rational Quality Manager (RQM)** and **Load Runner.**
* Good knowledge on Health Insurance Exchange (HIX) and Health Information Exchange (HIE).
* Experience with bug tracking tools like **JIRA** and **Clear Quest.**
* Good experience in EDI, HIPAA, HL7 transactions.
* Good experience with **Web Services validation.**
* Extensive use of **IBM** **Rational Quality Manager (RQM) for overall quality assurance activities**.
* Extensive exposure to **Rational Unified Process (RUP), Agile Software Development Methodology and Waterfall Methodology.**
* Good experience in writing **SQL** queries in databases DB2, Oracle.
* Expertise in all HIPAA transactions (837, 835, 270, 271, 276, 277 & 834).
* Good Experience on **Selenium IDE** and creating Scripts in **Selenium Web driver,Junit.**
* Extensive experience in doing various levels and types of tests such as Regression, Functional, System, integration, Sanity, Performance, Usability, Database and User Acceptance Testing (UAT)**.**
* Good working experience with **State government-Health and Human Services.**
* Good **analytical,** **presentation** and **communication skills**.
* Good at **working individually** and as a part of the team.

### Technical Skill SET:

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| **Operating Systems** | Windows, UNIX, Linux and Mac OS |
| **Languages** | SQL, PL/SQL, VB Script, C, C++, Java, JavaScript, XML,HTML |
| **Databases** | MS Access, Oracle, DB2, MS SQL Server |
| **Office tools** | MS Office 2003/2007/2010 (Word, Excel, Power Point, Outlook), MS Visio and MS Project. |
| **Testing Tools** | Rational Quality Manager, Quick Test Professional, ALM/HP Quality Center, SoapUI, Jmeter, FireEyes, Selenium, Load Runner, Clear Quest and JIRA |

### Educational Competencies:

* Masters in Business Administration (M.B.A)
* Bachelor of Science in Computer Science (B. Sc)

### Professional Experience:

**PROJECT #1:**

###### Commonwealth of Massachusetts, MA Nov 14 to Till Date

**QA Analyst**

EIM/ESM is a billing/payment system; user’s (agency/provider/clients) authentication and authorization process is done through AIMS. EIM/ESM service is a single point of access for provider organizations to bill Health and Human Services agencies for Purchase of Service (POS) contracts. It provides a secure web-based front end to provider organizations to manage client eligibility, enrollment, encounter documentation, and service tracking through the Health and Human Services Virtual Gateway for POS contracts and purchased services.

**Responsibilities:**

* Analyzed the Business Requirements, User Interface Specifications, Use Case Documents and Test Procedures.
* Involved in creation and execution of Test Scenarios by reviewing all the Business Functional Specifications, Detailed technical documents, Data Model documents, Data Flow Diagrams and Architecture documents.
* Conducted **Browser Compatibility Testing** (IE, Firefox, Chrome, Safari) and **OS compatibility** of **Web based application**.
* **Integration testing** was done to ensure data processing, interface validity and proper communication among components of each application
* Prepared the Test Deliverables like Test Plans, Test cases and Test Matrices for entire project.
* Involved in review of User Interface Testing, **navigation and links of the web pages**.
* Tracked the defects using **JIRA** and generated defect summary reports.
* Validated Agency and Provider user profile roles.
* Involved in testing the Pre and post implementation of the **Web application**.
* Validated Eligibility, COB, Referral, Benefits, Authorizations, Physician/Provider Directory Search and Notification status.
* Tested webservices, XML, WSDL using **SOAPUI** tool. Modified end points when we worked on different servers and different versions of Web Services.
* Validated WebServcies request and response xml using **SoapUI** tool.
* Worked on **HL7 inbound/outbound transactions** testing.
* Converted manual test scripts to automated test scripts using **Selenium** in **Java**, enhanced the scripts using **TestNG**. Automated test scenarios for GUI, Functionality, Integration, Security and Regression Testing using **Selenium IDE** and **web driver**.
* Compared Application screens in different environments using Selenium scripts.
* Prepared test data for **positive** and **negative testing** used in data driven testing for testing the application dynamically
* Developed Test cases in **Rational Quality Manager** to perform Functional and Regression testing of the application based on Business Requirements.
* Performed the Backend integration testing to ensure data consistency on front-end by writing and executing SQL statements on the Database.
* Used soapUI for functional and performance testing.
* Tested the ANSI X12 Version 5010 / EDI transactions (HIPAA) for Claims Status and Eligibility (270, 271, 276, 277, 834, 837P, 837I, 837D)
* Performed **Smoke testing** for each new build of the application.
* Attended Business review meetings, Defect Meetings, release meetings, and QA status meetings.
* Reported daily/weekly status to project management team.
* Attended Business review meetings, Defect Meetings, release meetings, and QA status meetings.
* Conducted **User Acceptance Testing (UAT)** with users and helped users in UAT testing.

**Environment:** Rational Quality Manager (RQM), Jenkins, SoapUI, Webservices, Mainframes, XML, EDI, HL7, JIRA, Clear Quest, Selenium (IDE, Web driver, TestNG, Grid), SQL Developer, Spoon, Jmeter, FireEyes, Rally, HTML, .NET, Toad, DB2, Oracle, Java, SQL, MS Office 2010, Windows 7, UNIX.

**PROJECT #2:**

###### CT-HIX, CT Feb 14 to Oct 14

**QA Analyst**

CT-HIX is Connecticut’s official health insurance marketplace, established to satisfy the requirements of the federal Affordable Care Act. It offers Connecticut residents and small employers a range of qualified health care coverage options from health insurance carriers and public health care programs like Medicaid, CHIP and APTC. Also purpose of the application is to enroll resident every year, Change a reporting in family’s financial or Geographical information or enroll in program via Electronic medium or Paper application.

**Responsibilities:**

* Involved in **requirement analysis** and **Gap analysis** of Business System Design and **Use cases**.
* Involved in generating **Test Plans** and **Test Specifications** as per Business requirements, able to understand Use Case Diagrams, Activity Diagrams and Sequence Diagrams.
* Tested the **enrollment process** and the **effective dates** depending upon their enrolling date
* Executed **Browser Compatibility Testing** (IE, Firefox, Chrome, Safari) of **Web based application**.
* Extensively tested the **eligibility** results depending upon the family FPL.
* Prepared the Test Deliverables like Test Plans, Test cases and Test Matrices for entire project.
* Worked on CCD (Continuity of Care Document), Medical Summary, PHR (Personal Health Record) and Patient Portal workflow.
* Worked on defect tracking tool **JIRA.**
* Extensively worked on the **Benefits Grids, Benefits Booklets and Benefits Summary Applications**.
* Worked with **EDI transactions (270, 271, 834 and 820)**.
* Used soapUI for functional and performance testing.
* Involved in testing the Member Eligibility and Benefits.
* Designed structured User Interface UI automated Test cases using **Selenium** Web driver in Java for web base software products used to perform software testing.
* Developed Test cases in **Rational Quality Manager** to perform Functional and Regression testing of the application based on Business Requirements.
* Tested the Eligibility applications (Eligibility Request and Eligibility Response).
* Extensively worked on **ANSI X12 EDI 834 for Benefits, Enrollment and Maintenance applications**.
* Developed Test Cases using WSDL, Schema files which defines Web Service Request, Response, methods/operations, End Point of web service to be tested.
* Performed **Sanity testing** for each new build of the application.
* Written SQLs in TOAD and SQL Developer tools to validate and test the data.
* Attended Business review meetings, Defect Meetings, release meetings, and QA status meetings.
* Conducted **User Acceptance Testing (UAT)** with users and helped users in UAT testing.

**Environment:** Rational Quality Manager (RQM), XML, .NET, SoapUI, Webservices, Selenium, HL7, JIRA, SQL Developer, TOAD, Spoon, Jmeter, Load Runner, DB2, Oracle, Mainframes, Java, QTP, SQL, MS Office 2010, Windows XP/7, Mac OS, UNIX.

**PROJECT #3:**

###### HCA Healthcare (Hospital Corporation of America), TN Sep 12 to Dec 13

**QA Analyst**

Worked as a QA Analyst in Clinical Information Systems implementation team and worked on ADT/Registration, clinical workflow, Clinical Message Types, HL7 inbound/outbound interfaces and clinical/patient keeper portal application testing.

**Responsibilities:**

* Designed and developed the **Test plan, Test Scripts** and **test strategies** for the applications and executed them.
* Participated in Business/Development meetings to understand user requirements.
* Involved in Testing **ADT (Admission Discharge Transfer)** of Patient Scenarios.
* Interacted with internal departments to understand EHR business requirements and analyzed operational workflow and EHR system features using gap analysis
* Involved in testing the Clinical application and HIPAA EDI Transactions. Also tested the integration between Clinical applications and Single Sign on (SSO) for each application.
* Validated **Patient demographic information, patient insurance information** and **authorizations, physician database, logging of patient visits, and NPI.**
* Worked on HL7 inbound/outbound transactions testing.
* Prepared Test Cases for GUI application.
* Extensively used HP Quality Center for writing and executing test scripts, Storing Test Results and Test Cases, importing and exporting Test cases.
* Prepared **Test Data** for **positive** and **negative Test Scenarios** as per application specifications and application requirements.
* Performed **Integration testing, Build Verification testing, System testing** manually.
* Tested interfaces and ANSI X12 transactions for (270, 271, 276, 277, 834, 837P, 837I and 837D)
* Responsible for **defect tracking** and **reporting**.
* Tracked the defects using **JIRA** and generated defect summary reports.
* Involved in web application testing and validated end to end work flow.
* Participated in the **bug review meetings**, updated requirement document as per business user feedback and changes in the functionality of the application.
* Organized meetings to discuss outstanding issues with QA team and developers.
* Involved in **User Acceptance Testing**.
* Reported daily/weekly status to project management team.

**Environment:** HPQuality Center, QTP, JIRA, HIPAA, HL7, HTML, XML, soapUI, Java, Web Services, IAS Webserver, MS Office 2010, UNIX, Windows XP

**PROJECT #4:**

###### Well Point (Anthem), CA Feb 11 to Aug 12

**QA Analyst**

WellPoint (Anthem Inc.) is one of the largest healthcare provider in USA provides health care plans to Large group, Small group, SSB, individuals.

**Responsibilities:**

* Analyzed the Business Requirements, User Interface Specifications, Use Case Documents and Test Procedures
* Designed and developed the **Test plan, Test Scripts** and **test strategies** for the applications and executed them.
* Participated in Business/Development meetings to understand **user requirements,** Use Case Diagrams and Business Requirement Documents.
* Created test data files, scripts for the HIPPA 270, 271, 276, 277, 834, 837P, 837I and 837D transactions.
* Tested the functionality in various subsystems like Claims Adjudication and pricing, Finance, Member management and managed care.
* Tested the ANSI X12 Version 5010 / EDI transactions (HIPAA) for Claims Status and Eligibility (270, 271, 276, 277, 834, 837P, 837I, 837D)
* Coordinated the test efforts of both on-site and off-shore teams and reported directly to the QA Manager.
* Tested Benefits applications using EDI Transaction 834.
* Tested the claims processed in NPS (Nasco processing system).
* Tested the online CICS screens.
* Created test data files, scripts for the ANSI X12 EDI 835 and 837 transactions for Claims and Remittance.
* Tracked the defects using Clear Quest and generated defect summary reports.
* Conducted functionality testing during various phases of the application.
* Tested webservices, XML, WSDL using SOAPUI tool. Modified end points when we worked on different servers and different versions of Web Services.
* Involved in the testing of the UI Interface and cross browser testing.
* Developed Test Artifacts for Membership, Eligibility, Benefits and Accums configuration of claims in NASCO.
* Performed load tests using JMeter to ensure application stability
* Extensively worked on EDI 835 and 837 transactions for Claims
* **Integration testing** was done to ensure data processing, interface validity and proper communication among components of each application
* Performed the Backend integration testing to ensure data consistency on front-end by writing and executing SQL statements on the Database.
* Tested WebServices, providing required input data to request XML and validated response XML
* Mapping the requirements to test cases (Tractability metrics)
* Validated various Hyperlinks on web pages also performed GUI testing manually.
* Participated in GO/NO GO meetings.

**Environment:** Rational Tools Suite, DB2, Mainframes, Nasco Processing System, HIPAA EDI, Clear Quest, soapUI, Jmeter, MS Office 2007, Visio, UNIX, Windows XP

**PROJECT #5:**

###### IBM, India July 09 to Dec 10

**QA Analyst**

**Yara International:**

Yara delivers solutions for sustainable agriculture and the environment. Their fertilizers and crop nutrition programs help produce the food required for the growing world population. Their industrial products and solutions reduce emissions; improve air quality and support safe and efficient operations. Founded in Norway in 1905, Yara has a worldwide presence with sales to 150 countries.

**Veolia Environment:**

Veolia Environment is the world leader in environmental services. With operations on every continent and more than 317,034 employees, provide customized solutions to meet the needs of municipal and industrial customers in four complementary segments: [water](http://www.veolia.com/link/document?documentId=1A5C6oCDMgxAx969ejBc&src=), [environmental services](http://www.veolia.com/link/document?documentId=1A62r8WwsJKXqU7BkWRj&src=), [energy services and](http://www.veolia.com/link/document?documentId=1A68tdaoG7TZVApo10S5&src=) [passenger transportation](http://www.veolia.com/link/document?documentId=1A70TMj8uPqzmNBfMscE&src=).

**Responsibilities:**

* Reviewed Business Requirements Documents and the Technical Specifications
* Developed and executed integration, regression, black box, white box and system tests for the web applications
* Performed Smoke testing before the actual execution of test cases and Created and Maintained QA environment.
* Tested under Windows and Solaris and Linux Environments
* Documented details of test plans, test cases and expected results in Quality center.
* Involved in identification of Test data and validation of Test environment
* Performed Security Testing to ensure user access to the application based on various pre determined user roles.
* Used Quality Center for writing and executing test scripts, Storing Test Results and Test Cases, importing and exporting Test cases.
* Involved in agile environment, with daily scrum meetings; stand up meetings, burn-down charts, presentations and review and helped the team to understand and writing test cases by requirements using the Use cases.
* Tested web applications, web pages, integration processes, enhancements, modifications, and web reports.
* Involved in importing/ exporting the Scripts /data into QC by using MS Word and Excel Add-ins
* Involved in setting up the test environment, installations and configuration
* Development of test case scenarios for functional testing of web application.
* Recording of various tests and stored in the database for reusability
* Involved in Production support

**Environment:** Quality Center 9.0, Java, HTML, XML, ASP, .net, UNIX, Oracle 9i, MS Office 2007, Windows XP.

**PROJECT #6:**

###### Cognizant Technology Solutions, India Jan 08 to June 09

**QA Engineer**

**Loblaw:**

Loblaw Companies Limited is Canada’s largest food distributor and a leading provider of general merchandise products, drugstore and financial products and services. Through its various operating banners Loblaw is committed to providing Canadians with a one-stop destination in meeting their foods and household needs. This goal is pursued through a portfolio of store formats across the country. Loblaw is known for the quality, innovation and value of its food offering.

**Responsibilities:**

* Verified GUI of front end application and Tested the functionality of each screen to monitor proper navigation
* Manually tested interface programs, scheduling jobs as default, as running as per set up in the system
* Understanding the Business Process by go through the BPA and BPD documents.
* Created Test Cases, Test Scenarios, Test data, execution schedule and traced back to requirements for building Requirements Traceability Matrix.
* Created process flow mappings and use cases for UI project and presented to Business users
* Executed test cases/scripts and documented test results
* Conducted testing using the standards, guidelines and structured methodologies in testing the application
* Coordinating the Review Sessions of Test Scenarios prepared by team members.
* Monitoring the tests and test results with the client and providing the solutions for the problems faced during the testing and after go-alive.
* Preparation of end users manual.
* Got Certified by Cognizant for Retail L0.
* Involved in testing different concurrent users and validates according to the System rights.

**Environment:** Quality Center, Oracle 8i, Java, HTML, XML, ASP, .NET, MS Office 2003, UNIX, Windows XP