**Suman Dahal**

**Sumandahal0001@gmail.com**

**Phone: 814-430-3556**

**Expertise**

* 7+ years of experience in Testing Methodologies and Software Quality Assurance.
* Strong experience in Quality Assurance and Software Testing.
* Expertise in using HP Testing tools QTP, and ALM/Quality Center.
* Exposure to both Manual and Automated Testing of applications developed on Windows and UNIX platform.
* Experienced in developing Test Plans, Test Cases based upon the business requirements.
* Experience in Interactive voice response (IVR) Software Development Life Cycle (SDLC) and Software Testing Life Cycle (STLC).
* Comprehensive knowledge of software testing, Software Development Life Cycle, and IVR manual testing methodologies
* Well-versed in the working principles and applications of advanced interactive voice respond systems
* Experienced in testing Client/Server and Web-Based Applications.
* Experience writing test cases and test scenarios for Graphic User Interface (GUI) Testing.
* Also experienced in Regression and Functional Testing.
* Proficiency in interacting with Oracle, SQL Server and DB2 databases using SQL.
* Expertise in Oracle table data manipulation using SQL queries and UNIX commands.
* Participated in design Walkthroughs and Inspection meetings to review Test scripts and results.
* Extensive working experience in Oracle on UNIX Environment.

###### Technical Skills

**Testing Tools:** QTP, Web Services, SOAP, Rational Test Manager

**Bug Reporting Tools:** Quality Center, HP ALM,,Bugzilla, JIRA, Tempest

**Databases:** MS SQL Server, Oracle, MS Access, DB2

**SDLC:** Waterfall, Agile

**Query Tools:** TOAD, MS SQL Server SQL+, My SQL

**Operating Systems:** Windows, UNIX, LINUX

**Other Tools:** MS Office Suite (word, Excel, Power point, Visio)

**Web Browser:** Internet Explorer, Mozilla Firefox, Google Chrome

##### Professional Experience

**Vanguard Health Systems – Nashville TN**

**Jan2015 – Dec 2017**

**IVRQA Tester**

Vanguard Health Systems is the pre-eminent organization of market-leading, top quality healthcare provider systems preferred by communities, patients, physicians, payers, employers and employees. The project was to create Cisco based Contact Center IVR application helps customers to access information about their health plan, policy details, update the personal info, details of co pay, deductible, billing information, pay over the phone, and their account details etc over using touch tone input and a servicing application designed to reduce or eliminate calls handled by staff in service centers or other organizations dealing with customers or employees. As a Quality Analyst I also conducted IVR Interface testing, Route testing.

Responsibilities:

* Work closely with members of the SCRUM team to translate the customers' business needs or Business Cases to a technical solution
* Expertise in the InfterfaceTesting of the Interactive Voice Recognition(a.k.aIVR) an Emerging technology for the various Calls
* Involved with working in the agile phase of SDLC methodologies.
* Use agile systems and strategies to provide quick and feasible solutions, based on agile system, to the organization.
* Responsible for integrating IVR into Platform successfully without any cost overruns or delays.
* Tested application under the Agile, scrum and sprint development and process.
* Conducted Frontend, Backendl and Graphic User Interface (GUI) testing of the payor data.
* Documented Requirements from stakeholders for IVR (Interactive Voice Response) based project and performed activities based in entire testing life cycle on the same.
* Developed and executed UAT test cases, UAT test Scenarios and followed-up defects using HP ALM.
* Conducted analysis of GUI and created test cases and participated in environment setup for executing testing for GUI.
* Conducted Middleware test setup for Jboss, Middleware testing and analyzing defect metrics data and attending defect calls
* Tested behavior of IVR systems to assist callers.
* Tested voice quality and voice recognition functionality of IVR Systems.
* Conducted Regression Testing manually and using automated tool such as HP UFT.
* Conducted XML validation and Functional testing using for REST Web Services SOAP UI.
* Handled tasks of testing voice channel content of individual connections
* Conducted tasks like testing functionalities of IVR systems and preparing test scripts to support the testing process
* 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
* Involved in preparing Test Plan and Test Cases based on business requirements.
* Identify the client/organizational needs and provide suitable Agile system based solutions
* Prepared automated scripts for Maintenance and Regression testing using Rational Test Manager.
* Led Standardization of IVR to increase value across the business, and decreasing cost of implementation across multiple clients.
* Used Rational Clear Quest as version control tool.
* Prepared Test Data and executed Test Cases from HP ALM.
* Used HP ALM bug tracking tool to report application bugs and enhancements request and discussed with developers to resolve technical issues
* Reviewed extensive SQL Queries with complex multi-table joins and nested queries.
* Created test cases manually to perform different types of testing such as positive/negative, functional/regression, end to end, interface, batch testing, screen navigational testing, smoke/sanity testing, Backend testing and re-testing.
* Created the Traceability Matrix to ensure that all the user stories are being tested and covered in the testing plan.
* Used HP ALM to report and track bugs and impediments.

**Environment:** HPALM, HP UFT, JIRA,Jboss,DB2, SOAP UI,JBoss, XML, SDLC, UNIX, SQL, UAT, Web Services, SOAP, XML, IVR, Windows, MS Visio, MS Office, MS Access, etc.

**Anthem, Virginia Beach, VA**

**Jan 2013- Nov 2014**

**IVR QA Analyst**

The scope of Provider Portal project was to enhance application for the business users related to the professional claims, facility claims, and customization of EDI 837/835 depending on business user requirements. Testing involved Graphic User Interface (GUI) according to policies and procedures. Also worked as a QA Analyst to design and implement Cisco's IVR (Interactive Voice Response) call flows which enabled customers to obtain desired information through system interaction without having to wait for a customer service agent by using phone's keypad DTMF (Dual Tone Multiple Frequency) Tones or simply speaking to the Voice Recognition component.

**Responsibilities**:

* Use agile systems and strategies to provide quick and feasible solutions, based on agile system, to the organization
* Responsible for Writing requirements documents, test documents, building and executing test cases, and tracking results
* Development and design of test plans specific to various program and process testing
* Responsible for creation and design of test scenarios, reviewing and validating test cases, Development and implementation of functionality and regression tests
* Executed GUI testing according to policies and procedures.
* Extensive knowledge of SDLC (Software Development Life Cycle) and STLC methodologies.
* Developed test scenarios for Interface Testing, Route Testingfor Interactive Voice Response (IVR) integration
* Entering and managing defects to completion using Quality Center
* Performed Database Validation Testing and manipulations using SQL quires.
* Performed Backend Validation of all the application to validate the integration testing.
* Performed UAT testing, Front end testing (UI Testing), Data feed, IVR, Batch apply and scheduling and running Batch Jobs, backend testing with Oracle
* Conducted Middleware testing in Apache Tomact environment.
* Involved in testing HIPAA EDI Transactions and mainly focused on 837 and 835.
* Co-ordination with IVR Development and Business team for the requirement analysis.
* Followed Agile Methodology to emphasize on real time communication over written documentation and to minimize risk by implementing software test effort in short time sprints or iterations.
* Evaluated root cause analysis & proposed software or software enhancement for feasibility.
* Managed and Conducted Defect Review and Test Execution Status meetings with cross project team members.
* Conducted XML validation and Functional testing using for REST web services using SOAP UI.
* Conducted inbound, out bound and end to end testing of the payor data.
* Performed various types of testing such as Functional, Smoke, Black box, Compatibility, Regression, SIT, UAT, Backend etc.
* Used HP ALM for test documentation management and defect tracking.
* Developed and executed test cases and test Scenarios and followed-up defects using HP ALM.
* Created and executed test plans, test-cases for various types of testing like integration, performance, backend, stress, regression.
* Developed and executed automated test scripts for Functional, End to end testing, Integration and Regression testing.
* Generated various reports and graphs from Quality Center and analyzed the testing process overview.
* Web testing, database testing, GUI testing, end to end testing, production assurance, System testing.
* Executed automated test cases in HP QTP.
* Executed SQL statements to test the integration between application and database
* Created test plans, conditions, scripts, and test data; performed re-testing, user acceptance, remote user testing, usability standards validation, and performance testing; and resolved system defects.

**Environment:** Oracle, SOAP UI, SQL, Apache Tomcat, SDLC, IVR, QTP, DB2, Web Services, SOAP, XML, UAT, MS Office, Windows, etc.

**Accenture, Tampa, FL**

**Mar2010 - Dec 2012**

**IVR QA Tester**

Medicaid Health Information Exchange (HIE) Pilot purpose is to exchange medication history between the Medicaid Pharmacy Claims Rebate Administrator (PCRA) and Health Information Exchange (HIE) organizations. GenesysInteractive Voice Response (IVR) and Web based paperless opt-out/Cancel-Opt-out process is implemented in both English and Spanish to provide clients the ability to share or not to share their Medicaid information. As a QA Tester I also executed manual testing of Graphic User Interface (GUI).

**Responsibilities:**

* Analyzed the requirements and written the test cases for HIE Web for English version for the system, Regression and UAT testing based on Agile methodology.
* Attended requirements and design meetings, review and analysis of requirements and design documentation.
* Designed and developed test cases for Graphic User Interface (GUI).
* Involved in Functional testing, End to End testing, Regression Testing, Re-testing, Web based Application Testing and Interactive Voice response (IVR) Testing
* Performed back-end testing by extensively using SQL commands to verify the database integrity.
* Agile methods are used to reduce overheads, such as, rationale, justification, documentation and meetings, keeping them as low as is possible.  And, that is why agile methods benefit small teams with constantly changing requirements, rather more than larger project.
* Prepared and executed scripts for IVR and Speech recognition testing.
* Performed IVR touch tone Testing, IVR Interface testing and speech recognition testing.
* Performed UAT testing, Front end testing (UI Testing), Data feed, IVR, Batch apply and scheduling and running Batch Jobs, backend testing with Oracle and TSYS (Total System), Awards and Rewards, file transfer process, Account conditioning and creating test data on TSYS platform.
* Prepared Test Approach document for both HIE Web and HIE IVR process for both English and Spanish version.
* Prioritize testing priorities based on business risk, Access testing assets anytime; anywhere via a browser interface using Quality Center.
* Used SOAP UI for REST Web Services testing and XML validation.
* Conducted inbound, out bound and end to end testing of the payor data.
* Prepared the UAT document for both HIE Web and HIE IVR process.
* Interface testing by comparing flat files from the exchange information against application.
* Analyzed test results to ensure existing functionality and recommend corrective action where necessary.
* Used Quality Center for test documentation management and as defect-tracking tool to enter defects regarding the issues found during testing, maintaining the defect status for its life period.
* Performed Database Integrity Testing by executing SQL statements.
* Swift Protocol Transactions were identified and validated them.
* Mapped the requirements and test cases using HP Quality Center
* Designed, documented, built user interfaces for, and constructed queries for large-scale databases in both Microsoft Access and SQL Server.
* Create test data schemas for XML interface test.

**Environment:** MS-SQL, SQL, MS Office Suite, IVR, HP Quality Center, MS-Project, Windows, Middleware, HTML, XML

**Education:**

**Master in Medical Informatics**

**Bachelor in Business Administration**