**Sandev Shrestha**

**Objective**

To secure a challenging position in the field of Software Quality Assurance and testing that will utilize my strengths and knowledge.

**Professional Summary**

* Around 7+ years of experience as **Quality Assurance Analyst / Tester** in various industries.
* Expert in SDLC (**Software Development Life Cycle**) methodologies like the RUP (**Rational Unified Process**), Agile and the Waterfall.
* Expert in Automated testing tool such as **QTP**.
* Expertise in Defect reporting tools such as **Quality Center** and **Test Director**.
* Proficiency in manual as well as automated testing of application on Windows environment.
* Good knowledge in Back-End Testing using SQL on Windows platform to validate the consistency of data.
* Experience in working with **GAP** analysis between HIPAA Gateway 4010 and HIPAA Gateway 5010.
* Expertise in Web-based applications and testing Client / Server.
* Maintaining the Traceability Matrix, Test summary report and generating UAT Plan.
* Good knowledge in MS Office suite, Adobe Photoshop, MS Visio, MS Project and MS Access
* Implemented Black Box Testing, White Box Testing, Unit Testing, Integration Testing, Functionality Testing, System Testing, End-to-End Testing, Sanity Testing, Regression Testing, User Acceptance Testing, Load Testing, Stress Testing, GUI Testing, Positive and Negative Testing, Field Validation Testing and Security Testing of Client-Server Application and Wed Based Application.
* **FACETS** support systems were used to enable inbound/outbound HIPAA EDI transaction in support of HIPAA 270, 271, 276, 277, 834,835, 837 transactions.
* Testing, Implementation and Conversion Analysis of ICD 9- ICD 10 codes.
* Experience in Medicare and Medicaid claims processing, billing, membership, eligibility verification and care management.
* Best team player and can work alone with minimal or no supervision.
* Ability to multi-task, prioritize and work with time constraints with highest level of quality.
* Expert in QA Strategy definition and its execution.
* Proven expertise in **Rational Test Suite** (Rational Requisite Pro, Rational Clear Quest, Rational Manual Tester, Rational Functional Tester, Rational Performance tester and Rational Test Manager).
* Expertise in Risk Identification and Mitigation, Resource Management and Test Effort Estimation.
* Proven expertise in creating Test Plans, Test Scenarios, Testing Process, Testing Approaches and the Traceability Matrix.
* Extensive experience in analyzing test results and communicating via Bug tracking tools like **Test Director, Quality Center, JIRA, Bugzilla and Test Track**.
* Good communication skills with strong analytical, qualitative, quantitative and problem solving skills.

**Skills Set**

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| --- | --- |
| Programming Languages | Java, SQL,C++, HTML, VB Script |
| Operating Systems | MS-DOS, Windows 98/NT/2000/ ME /XP/Vista/7/8/10 |
| Applications | MS Office Suite(Word, Excel, Access, PowerPoint & Outlook), MS Visio, Adobe Acrobat, Crystal Reports, Adobe Photoshop, Oracle (SQL Series), SQL Server 2005, Sybase |
| Tools | HP’s Load Runner 7 to 9.1, Test Complete 10.x, Quality Center 8 to 11, QTP 8 to 10, Win Runner 7 and 8, Silk Test 6 and 7, JIRA 4.x to 6.x, Bugzilla. |
| Web Browsers | Internet Explorer, Firefox , Google Chrome, Safari |
| Project Tools | Rational Requisite Pro, Telelogic Doors 7.0, MS Visio, MS Project, Visual Analyst, ARIS. |

**Professional Experience**

**Client: UNICARE, Minneapolis, MN January 2016 – Present**

**Position: Quality Analyst**

**Project Description**: UNICARE is a National organization dedicated to the delivery of quality health care plans and products to its customers. This project aimed at developing software for auto-adjudication of claims process to improve the efficiency in processing claims. The system is primarily aimed at handling Medicare/ Medicaid insurance claims and process exceptions.

**Responsibilities:**

* Attended **JAD/ JAR** sessions with the Subject Matter Experts and Business Analysts to understand the business requirements for Member Modernization System.
* Performed requirements analysis, went through use cases according to the flow of patient data and rules of security sharing.
* Utilize Software to create and maintain enrollment data files for EDI transmissions to insurance carriers consisting of 834 transaction sets and employer proprietary layouts.
* Used **Rational Tools** like **Rational ReqPro** for requirement management, **Rational Clear Quest** for defects and **Rational Test Manager** for Test Cases and **Rational Rose** for Use Cases to track, analyze and document system requirements and defects.
* Prepared test strategy, test plan, risk assessment document, test summary reports, test cases and test scripts.
* The 834 transaction was broken down into several components depending upon the functionality achieved from each component and the integrity of these components.
* Worked on claim processing module, which involved Receipt and Verification of Claim Forms (837) and Claims Adjudication, Health Claim Payment/Advice (835) as per HIPAA guidelines.
* Developed standardized **FACETS** testing, implementation and QA processes.
* Responsible for working with the state to review and modify process flows to increase productivity and effectively utilize FACETS features not provided by the legacy systems.
* Supported integrated **EDI** batch processing and real-time EDI using FACETS.
* Troubleshot problems found within FACETS and when testing the SQL database while validating against the business rules.
* Wrote and execute SQL statements to verify data. Also used Oracle SQL Developer to query the data against Oracle Database.
* Tested/ Validated system tables/ files in System Test Environment, UAT environment and finally in Production environment in order to team whether or not file is ready to be promoted to another environment.
* Testing, Implementation and Conversion Analysis of ICD 9- ICD 10 codes.
* Helped claims Parallel Team to analyze/ verify their results against database.
* Worked closely with the business cross functional teams throughout the **Software Development Lifecycle** Phases in order to ensure the product meets end user expectation.
* Conducted **Unit Testing** and **System Testing** to ensure the product meets all the requirements specified for the end user. Help team members with **GUI** testing in need basis.
* Attended the defect meeting and explain the submitted defect to Business Analysts, Developer and Developer-Lead.
* Performed **manual front-end testing** to check all functionalities of different modules.

**Environment**: FACETS 5.3, UML, ALM, MS Word, Rational RequisitePro, Rational ClearQuest, Rational ReqPro, Rational Functional Tester, Rational Test Manager, SQL Developer, SQL Navigator, Oracle 11g, ClearCase and MS Project.

**Client: Sharp Healthcare, San Diego, CA August 2014 - December 2015**

**Position: QA Analyst**

**Project Description**: The project involves in customizing the Health and Safety of Employees of SH. The activity of the Module includes the monitoring of Incident and Health of employees, Treatment, Rehabilitation, Claim and insurance for the Employees, The activities include Modification of some existing pages, inclusion of new pages and development of new custom reports as per the customer requirement.

**Responsibilities**:

* Effectively analyzed business requirements, technical specifications and technical issues to generate test plans and test cases.
* Involved in writing test cases, test plan and test strategy as per the functional documents and business requirements.
* Performed **Functional Testing**, **Regression Testing**, **Sanity Testing** and **Acceptance** Testing.
* Performed Analysis to check if EDI Type trees for transaction sets 834, 837, 835 are HIPAA Complaint.
* Utilized process-based test management system **Quality Center** for organizing test requirements documents.
* Used Quality Center for repository for **Test Cases, Test Plan and Defect/ Bug Tracking**.
* Developed Automation test Scripts for verifying the functionality and GUI of the application using **Quick Test Pro**.
* Involved in the conversation of manual regression test cases to **Automation Test Cases**.
* Execution of automation test scripts using **Quick Test Pro**.
* Adapted keyword driven methodology using Quick Test Pro.
* Performed Web Applications Testing with **VB.net**.
* Communicated key-blockers in testing phase to management and worked closely with developers to fix identified issues.
* Provided complete support from identifying test requirements to writing and executing Test Plans, Test Cases and Automated Scripts.
* Worked on **UNIX** and Windows environment.

**Environment**: Win Runner, Test Director, Quick Test Pro, VB, Microsoft Web Services, SQL Server 2005, Oracle, UNIX, Windows NT/2000/XP/MS Office.

**Client: Kindred Healthcare, Louisville, KY June 2013 – July 2014**

**Position: QA Tester**

**Project Description**: Kindred Healthcare is a well known name in Specialty Hospitals, Nursing Centre and Rehabilitation Centre and contract rehabilitation services across the United States. Kindred is the largest diversified post-acute healthcare provider in the U.S. Knect is a web based intranet site, which has information about the organization and is a one stop shop, where an employee can find his timesheets, benefits related material, doctors can find the different forms related to them, nurses can take online training and therapists can apply for the courses and jobs. Knect is a transition from web based application to SharePoint Portal within the intranet. PFR Portal is an extranet site containing information for the therapists and the patients.

**Responsibilities**

* Prepared Test plans which includes an introduction, various test strategies, test schedules, QA teams role, test deliverables, etc.
* Responsible for writing Test cases to cover overall quality assurance using **Test Director**.
* Performed initial manual testing of the application as part of **sanity testing**.
* Formulated reusable test cases using HP QC for functional, Integration, GUI/UI, end-to-end, usability, security, smoke, black-box and regression testing.
* Performed various tests such as positive, negative to check business functionality manually.
* Documented Functional Specifications for Enrollment (834), Customer Service Interface, Claim (837) including Encounter Claim and Capitation Payment (820) and Authorized Representative for Medicaid Members.
* Worked with FACETS edits and EDI HIPAA Claims (837/835/834) processing.
* Analyzed customer needs and existing functions in the area of **HIPPA** Transactions to determine Feasibility, Consistency with the Established Scope of Work.
* Created test and tested Web based and consumer applications, using manual and automation tools like **HP QC/ALM** and **QTP**.
* Manually tested the web application to ensure the flow of the application functionality.
* Involved in User Acceptance Testing (**UAT**).
* Used **SQL** to test various reports and ETL load jobs in development, QA and production environment
* Tracked to resolution all **UAT** environment and data test issues before code is released for test.
* Executed test cases, and test scenarios for User Acceptance Testing (**UAT**), Functional and Regression test cases.
* Used SQL for back end testing and ensured the data is updated accordingly.
* Closely interact with clients for User Acceptance Testing. (**UAT**).
* Performed **Black Box testing** and conducted **Functionality** and **Regression testing** on various phases of the Management software.
* Developed & executed several Optimized queries in SQL on this data.

**Environment** - Win runner, Test Director, Windows XP, SQL, Rational Tools, RUP, UAT, Oracle, Agile, MS Office.

ndred Healthcare, Louisville, KY Feb 2010– July 2012

QA Tester

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**Client: Coventry Health Care, Downers Grove, IL January 2012 – May 2013**

**Position:** QA Tester/ Analyst

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**Project Description**: The project involved converting new and existing clients from PowerTrak system into the Bill Review System.

**Responsibilities**:

* Writing **Test Plans/Test Scenarios/Test Cases/Test Matrix**.
* Used the Rational Unified process methodology for the application development and created Use
* Cases, activity diagrams and drafted **UML** diagrams using **MS Visio**
* Assisted the development team during the second and third iteration using the **RUP** model
* Processing of member enrollment and benefits (834) batch jobs corresponding to the claims (837).
* Worked with providers to Validate EDI transaction sets. This includes gap, impact and business rule validation for all 12 standard HIPAA 5010 transactions: 270/271, 276/277, 278/278, 820, 834, 835, 837 (IPD).
* Developed design Specification writing Test report s and documenting Test results
* Used RUP to create use **cases, activity, class diagrams** and **workflow process diagrams**
* Identified customer requirements besides reviewing test plans and documented the development of these plans
* Developed **automation test scripts** for performing **regression testing** on the application using **Quick Test Pro**.
* Performed Test execution and wrote and executed Test scenarios /Test Scripts
* Utilized technical **flow charts, Network** Diagrams and **Gantt Charts** to effectively map and manage critical paths and bottlenecks in conjunction with Project Tracking Reports and Project Data Sheets for Senior Management.
* Defect Tracking and Bug Reporting was performed using **Quality Center**

**Environment:** Windows XP, MS Project, RequisitePro, MS Visio, MS Powerpoint, Mercury Quality Center, MS-SharePoint, Facets

##### Client: Sutter Health Care, Sacramento, CA October 2009 – December 2011

**Position: QA Tester**

**Project Description:** Patient Information Systemis an interactive client server based application which enables better patient care, patient safety and efficiency, and reduced costs. The system provides easy access to critical information for management to take better decisions. The Patient Information System is designed to take care of all the activities and functions pertaining to Inpatient Management. The Patient Information System has different modules like Admission Cost Estimation, Admission Approval, Request Doctor Transfer, Details Nursing Notes, Surgery Scheduling, Details Discharge Notification, Summary Expected Date and Time of Discharge.

**Responsibilities:**

* Involved in development of a comprehensive Test plan and Test Cases.
* Performed Manual testing prior to the automation.
* Performed Negative and Positive testing manually.
* Involved in **User Acceptance Testing, Navigation, Integration, regression testing and Functionality testing.**
* Used **Testdirector** to track and **report** system **defects** and **bugs** and **assigned severity ratings.**
* Worked on HIPAA Transactions and Code Sets Standards according to the test scenarios such as **270/271, 276/277,837/835 transactions.**
* Wrote **Modification Request (MR)** for the bugs in the application and helped developers to **track** the problem and resolve the **user requirements.**
* Developed **test scripts** supported by **WinRunner.**
* **Validated** the application against the expected results by inserting **Database, Bitmap** and **GUI checkpoints.**
* Participated in **defect review meetings** with the team members, provided written **status reports of testing projects.**

**Environment:** Testing Tools: - WinRunner 7.0, TestDirector 7.02, EDI, Software: - Visual Basic 6.0

**Education**

Bachelor in Electronics and communication