Sant Sah

Career Objective

I have 7 years of diverse experience in Information Technology with an emphasis on Software Quality Assurance in industries like Health and Insurance. My ambition is to take up a challenging position in the area of Software Quality Assurance and Testing in a progressive, fast-paced dynamic environment that will allow me to align my skills in the organization in the most efficient manner.

Career Summary

* 7 Years of extensive experience in Information Technology with the emphasis on software Quality Assurance/Testing.
* Proficient in testing Client/Server and Web Based Applications.
* Extensive experience in Software Testing Manually as well as using Automated Tools such as: Quick Test Pro.
* Excellent understanding of insurance policies like HMO and PPO and proven experience with HIPPA 4010 -5010 EDI transaction codes such as **837 claims (Institutional, Professional, Dental), 270/271(inquire/response health care benefits), 276/277(Claim status), 834(Benefits enrollment), 835(Payment/remittance advice),**
* Strong knowledge of Medicare and Medicaid state **benefits** plans.
* Experience in health Care Industry with vast knowledge on **Medicare and Medicaid.**
* Excellent understanding of HIPAA 5010 rules as well as **ICD 9 and ICD 10.**
* Expertise on various Electronic Data Interchange (EDI) transactions.
* Hands-on experience with testing of OPL, COB, Healthcare Claim Pricing, Healthcare Claim **Benefits**, End to End Claims Processing
* Well versed with ANSI X12 standard and format.
* Experience in all stages of testing namely **GUI** testing, Functional testing, Performance testing, Integration testing, and User Acceptance testing, Compatibility testing manually as well as using automated test tools.
* **Health Insurance Exchange (Web Portal)** – Patient Protection/ Affordable Care Act (ACA)
* The project was to work on the policies, rules and regulations specific to the state and implement those features from IT perspective where the individuals will be able to purchase health insurances eligible for federal subsidies through a web portal.
* Experienced in testing web services using SOAPUI.
* Used **HP Quality Center** and **HP ALM** for maintaining the Test Plans, Test Cases, Test Execution, Defect Management and Bug Reporting.
* Experience working in a FACET environment and I have gained extensive knowledge about various modules of a FACET system such as claims, membership and pre-pricing etc.
* Experience on Web services to combine component based development and Internet standards and protocols that include HTTP, XML, SOAP and Web services Description language
* Wrote Test Scripts and executed in **QTP** to perform periodic Functional, and Regression Testing.
* Comprehensive knowledge of **Web Portal Systems** and hands-on experience in portlet design and layout.
* Expertise in analyzing system and functional specifications used cases, Business Requirements and business rules to prepare Test Plans and design Test Cases.
* Substantial experience in Sanity and Smoke Testing of applications before testing effort of UAT and Regression Testing of applications.
* Experience in testing database applications of RDBMS in DB2, Oracle, and SQL Server.
* Skillful in Enhancing and Editing Test Scripts.
* Expert in retrieving database information writing SQL Queries and transforming data to information as needed.
* Performed extensive Backend Testing of the applications using SQL Queries.
* Hands on experience with Sybase database with platform of Interactive SQL.
* Well known with flow of EDI transaction processing through trading partner to the core database and also known the process for External database for the facets system.
* Experienced with batch processing system for claims electronic transaction.
* Experience in performing **back-end testing** using **SQL** queries and **UNIX** Commands.
* Well known with frontend processing for the Claims, Subscriber/Family and with Providers.
* Excellent Communication, presentation and interpersonal skills.
* Exceptional inquisitiveness and ability to learn new concepts.
* Able to work independently as well as in a Team Environment.
* Effective Time Management skills and the consistent ability to meet client deadline.

Technical Skills

**Testing Tools Interactive SQL, SoapUI, Edifecs, Quick Test Pro**

**Test Reporting Tools Quality Center 9.0/ALM, Rational Clear Quest, MTM,TFS**

**Operating Systems Windows, UNIX, LINUX**

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

**Testing Languages SQL, Interactive SQL, VB Scripts in QTP9.5.**

**Web Technologies HTTP/HTML, MS FrontPage and XML**

**Others MS Office, Trizetto Facets, HIPAA standards, Medicaid Program, Ultra Edit, Citrix**

**Professional Work Experience**

**Blue Cross Blue Shield, Fargo, North Dakota Jan 2015 - Present**

**QA Analyst**

Blue Cross Blue Shield Noridian Headquarter in Fargo North Dakota, is one of the well-known health insurance companies. They provide managed care services targeted to government-sponsored healthcare programs. **Focusing on Medicaid and Medicare. I** was working as Quality Assurance Analyst in the Project "Endeavor" Worked on Noridian Medical Portal(NMP 2.0) Combined External and Internal users of NMP 1.5 upgrade Project, which included Eligibility, Claim, Appeal, Finance, Same or Similar and Prior to Authorize phase for CMS Database upgrade and Validations, Surrounding Apps. Each Module for NMP 2.0 upgrade and its surrounding Admin, End user, Vender Admin, Vender End User.

**Responsibilities:**

* Perform functional system/integrated testing of software delivered from Applications Development and/or external vendors.
* 508 Compliance Sheriff and Compliance Deputy testing
* Organizing the Defects Triage Meeting everyday assign defects to developers
* Reviewed and Analyzed the Use Case Documents and prepared test plan and test cased based on those.
* Contribute and adhere to Requirements Tractability Matrix ensuring quality delivery
* Work with application programmers to resolve defects identified during the system test
* Execute each script to identify defects prior to delivery of software in a production environment
* Verified and validated data base validations in the back end and front end by executing the SQL queries manually as well as using QTP 9.5 for data accuracy.
* Performed UAT based on Requirements Document and prepared the Test Cases using Quality Center9.0.
* Enhanced Regression Test Cases to implement complex testing scenarios, increased permeations ofFunctionality Testing and increased code coverage using QTP/UFT.
* Facilitated/Tested review of Eligibility, Claims, Appeal, and Financial, Same or Similar and Prior to Authorize portlets’ designs with architects and developers to ensure that the goals of the Web portal requirements were satisfied.
* Assist in capturing and documentation of metrics in support of software testing
* Assign severity levels to each test issue discovered during the test cycle
* Provide support for User Acceptance Testing
* Developed automated test scripts using VBScript in QTP 9.5 to facilitate Regression testing on multiple releases.
* Optimized Quick Test Professional (QTP) scripts for Regression testing of the application with various data sources and data types
* Created Test data, Input files to ensure it complies with specifications and presents sound recommendations through thorough analysis
* Analyzed business requirements, system requirement specifications and responsible for documenting functional requirements in Project Server and Share point
* Perform System Integration, Regression, Parallel and Security Testing
* Develop Test Strategy, Test Plan, Test Cases (Functional and Non-Functional) and Test Scenarios from Functional Specifications Document (FSD) and Business Requirement Document (BRD) in a reusable state.
* Categorized the Test Cases based on priority and managed them in ALM/Quality Center9.0.
* While testing Web Services using SOAP UI, providing required input data to request XML and validated response XML by comparing the data in database and GUI.
* Performed legacy DB2 Testing to cross check new database entity relations.
* Perform End-to-End Testing of providers
* Validating GUI functionality and automated for regression testing. Performed integration testing, system testing and user acceptance testing (UAT).
* Tested the HIPAA EDI transactions 834, 837/835, 276/277, 270/271 according to the requirement test scenarios.
* Performed back-end testing using SQL queries and PL/SQL statements on the Oracle database running on UNIX platform.
* Worked on 834 Direct Enrollment from ICD-9 to ICD-10 codes and qualifiers including Integrity Testing, Requirement Testing, Situational Testing, Specialty or Line of Business Testing and Trading Partner Testing.
* Wrote UNIX scripts to transfer item files from one store to another to check the log files.
* Worked closely with offshore and onshore development teams, Business Analysts on attaining testing goals, defect logging process and UAT support.
* Wrote extensive SQL queries for Back End testing
* Performed back end testing on ORACLE and MS-SQL Server Databases using PL/SQL and MS-SQL SERVER queries.
* Use of tools including Project Server , Share Point and Load Runner center to perform job execution, MTM and TFS for development and execution of test cases.
* Team Foundation Server to monitor, track and report various states of the defects including success rate, failure reports.

**Wellcare Health plans, Inc., Tampa, Florida Aug2013-Nov 2014**

**QA Analyst**

Wellcare Health Plans, Inc. is one of the well-known health insurance companies. They provide managed care services targeted to government-sponsored healthcare programs. **Focusing on Medicaid and Medicare. I** was working as Quality Assurance Analyst in the Project "Encounter End to End".Worked in Combined Effort of ICD-10 Remediation and Xcelys upgrade Project, which included EDI Phase for HIPAA Database upgrade and SNIP Validations, Surrounding Apps Phase for Xcelys upgrade and its surrounding EDI apps. EDW Phase for ETL validation of Vendor Extracts.

**Responsibilities:**

* Perform functional system/integrated testing of software delivered from Applications Development and/or external vendors.
* Reviewed and Analyzed the Use Case Documents and prepared test plan and test cased based on those.
* Used HP Quality Center9.0 for defect management- adding defect, tracing changes and sending defect e-mail messages
* Contribute and adhere to Requirements Tractability Matrix ensuring quality delivery
* Work with application programmers to resolve defects identified during the system test
* Execute each script to identify defects prior to delivery of software in a production environment
* Performing Functional Testing and GUI testing manually and using Win Runner.
* Facilitated/Tested review of Enrollment, Claims, Commissions, and membership portlets’ designs with architects and developers to ensure that the goals of the Web portal requirements were satisfied.
* Assist in capturing and documentation of metrics in support of software testing
* Assign severity levels to each test issue discovered during the test cycle
* Provide support for User Acceptance Testing
* Created Test data, Input files to ensure it complies with specifications and presents sound recommendations through thorough analysis
* Performed Integration testing, system testing, Regression testing using QTP 9.5.
* Analyzed business requirements, system requirement specifications and responsible for documenting functional requirements in ALM
* Perform System Integration, Regression, Parallel and Security Testing
* Develop Test Strategy, Test Plan, Test Cases (Functional and Non-Functional) and Test Scenarios from Functional Specifications Document (FSD) and Business Requirement Document (BRD) in a reusable state.
* Inspected and worked on HTTP web services application on SOAP APIs.
* Used SOAP UI for web service testing like validating the response of claim processing.
* Perform header and body testing as a part of regression test using SOAP UI
* Perform extensive 5010 837 (Institutional, Professional, Dental, Professional 2 Institutional) End-to-End testing, ACK 999 and 277U Reconciliation process, Trigger, Audit Update and Generic Update Processes.
* Performed legacy DB2 Testing to cross check new database entity relations.
* Perform End-to-End Testing of Pharmacy (Rx) claims.
* Tested the HIPAA EDI transactions 834, 837/835, 276/277, 270/271 according to the requirement test scenarios.
* Created automation code using both VB scripting and Descriptive Programming in **QTP** for Data Driven and functionality testing, imported them in Database using Perl and executed them on client server application.
* Validated the process with the business requirements logic by writing and executing automated SQL and Unix Shell Scripts.
* Conversion and validation of 837 claims from ICD-9 to ICD-10 codes and qualifiers including Integrity Testing, Requirement Testing, Balancing, Situational Testing, Specialty or Line of Business Testing and Trading Partner Testing.
* XML validations of ICD-9 and ICD-10 codes and qualifiers created by Xengine.
* Generate X-12, NCPDP 2.0 and flat flies for different states and Validation of X-12, NCPDP 2.0 and flat files with HIPPA Compliance and companion guides.
* Work in Various projects including 5010 Encounters Continuation, RTB-Encounters, TN-MIPPA, Kentucky (I, P&D), Phase 3A and Phase 4.
* Performed manual testing to conduct backend testing using UNIX shell scripts and SQL Queries.
* Worked closely with offshore and onshore development teams, Business Analysts on attaining testing goals, defect logging process and UAT support.
* Wrote extensive SQL queries for Back End testing
* Performed extensive back end testing on ORACLE and MS-SQL Server Databases using PL/SQL and MS-SQL SERVER queries.
* Use of tools including Autosys Scheduler and Work Load control center to perform job execution, ALM and Quality center for development and execution of test cases.
* Using Informatica 9.1.0 and Informatica 8.6.1 to monitor, track and report various states of the code including success rate, failure reports and performance issues.

**Syniverse Technologies, Tampa, FL Jan 2012– Jul 2013**

**QA Analyst**

Access the near real-time roaming data you need about the roaming activity of visitors in your home network and the activity of your roaming subscribers. Visibility provides access to real-time roaming activity, helping operators solve roaming issues for inbound and outbound subscribers.

**We make mobile work** with a solution that was founded on network monitoring driving three critical functions:

**Traffic analysis** – analyzes signaling messages by partner or network element

**Subscriber/Visitor reporting** – provides a detailed view of activity by end point

**Unique roamer analysis (URA)** – displays near real-time roaming data for a specific subscriber

**Responsibilities:**

* Provide first level support of the test environment – perform installs, maintain reference table data in ORACLE, execute shell scripts, etc.
* Excellent in testing Unix-backend applications. Excellent ability to work in UNIX environment (vi commands, file manipulation and processing, monitor/start/stop processes, etc.
* Analyzed/Tested the client’s web applications programs to determine the impact of the HIPAA final rule one EDI Transaction Set and Code List implementation and defined the changes to bring the affected **web portal systems** into HIPAA compliance.
* Validated GUI Visproactive dashboard for roaming data for Verizon and Sprint customers.
* Validate MDR, UDR, SS7 GSM; REVC CDMA feed data for different customers.
* Validated customer dashboard API.
* Logged the errors, reported defects, determined repair priorities and tracked the defects until resolution using ALM.
* Identified the bugs and kept track of the defect report using ALM Quality Center, and also analyzed the root cause for defects.
* Validated data on the dashboard using complex SQL queries. Helped team member to write complex queries for respective field validation.
* Perform integration testing of Visproactive with other application.
* Validated security of the product related to customer profile.
* Performed Regression, and Functional Testing, Backend Testing for data validation in DB2 using SQL queries.
* Involved in writing extensive SQL Queries for back end testing oracle database.
* Worked as QA representative for production deployment process.
* Worked with QA performance team to analyze system and application level performance.
* Provided Document and training to QA team on DB creation and refresh process.
* Work with Business Analyst to discuss on new requirement and define scope with respect to sprint.
* Performed manual and automated test procedures for functional testing of web services using Soap UI.
* Developed automated Test scripts using QTP to perform Functional and Regression testing.
* Identified regression test scripts and executed for every release.
* Prepared metrics for reporting daily and weekly progress in testing phase to product management.
* Worked with QA performance team to analyze system and application level performance.
* Perform test strategy presentation for management and estimated QA effort for different releases.
* Prepare test plan, test cases, test estimates for each sprint in agile development environment.
* Perform SIT/ UAT and regression testing on each Sprint.
* Host weekly and daily status report with dev. and QA team**.**

**Cigna Healthcare, Raleigh, NC May 2010- Nov 2011**

**Quality Assurance Analyst**

CIGNA Healthcare provides quality health insurance at affordable prices. The project at Cigna was a data ware housing project, which included the warehousing of data from ACES, FACETS and NASCO source systems into the target data warehouse. I worked as Quality analyst for the warehousing of ACES and Facets source system data. As **Quality Analyst involved in testing 4010 to 5010 changes as a result of the HIPAA 5010 requirements for EDI Transactions**.

**Responsibilities:**

* Worked on Agile SDLC approach implementation for the whole testing life cycle.
* Reviewed Functional requirements documents, High level design requirement documents and finalize the testing in scoops and scenarios for Integration testing for each project.
* Heavily involved into Web Portal Testing process.
* Gathered requirements and created, executed and documented Test Cases as per requirements in Quality Center.
* Interacted with the team member to ensure meaningful development of the scripts and simulated real time business scenarios.
* Maintained QA lab standards, documentation review assisted in establishing and maintaining best practices for QA.
* Acting as liaison between end user and Facets for user problems, outstanding issues, training needs and new software releases.
* Maintaining knowledge of Medicare and Medicaid rules and regulations pertaining to the Facets configuration and evaluating the impact of proposed changes in rules and regulations.
* Verified whether the environment is up or not by checking web services using **SoapUI and WSDL.**
* Performed **Web Services** testing and Validated XML request/response data using **SOAP UI.**
* Created test scripts for Security, Positive, Negative and System Integration Testing (SIT).
* Worked with team manager in supervising, guiding, and supporting their testing efforts for Integration.
* Helped Automation team developing automation test scripts for both the system's core functionality and GUI's of the application, using **Quick Test Professional (QTP).**
* Verified the test cases and test scripts written by Jr. Testers in Quality Center.
* Worked with Claims, enrollment, eligibility verification for members and providers, benefits setup, and backend payment cycle in facets.
* Tested HIPAA EDI Transactions and **Code Sets Standards such as 837/835 and 834** transactions.
* Authored and executed Test cases for Claims and Customer Service Workflow by manually.
* Experienced with batch processing system for claims electronic and manual transaction.
* Well known with frontend processing for the **Claims, Subscriber/Family and with Providers.**
* Responsible for **developing QTP scripts** based on manual test cases and interacted with developers for status of bugs and **re-tested fixed Bugs.**
* Responsible for writing the Test Cases and Test Scenarios based on the Functional Specification and technical Specification and documented in Mercury Quality Center.
* Executed test cases for the existing market’s various lines of business. (The test cases covered: Authorization of claims, Accumulator, **Benefits**, Claim Payment and Pricing, as well as member and provider data updates)
* Created Automated Test Script using HP Quick Test Professional (QTP) & VB Script functions.
* Worked on Quality Center for bug status tracking and maintained and created status reports for the application.
* Data was retrieved from SAS data warehouse and processed using SAS
* Maintained tables (SAS formats) used by production jobs; validated accuracy of data
* Involved in weekly defect review meetings to review the status of defect fixes and upcoming build releases.
* Created and converted Manual Test Cases to Automated Test Scripts using and connecting HP Quality Center (QC) and HP Quick Test Professional (QTP) for Providers, Memberships & Brokers Web Portals.
* Reviewed test assignments, wrote SQL queries, and conducted tests as assigned
* Extensively used SQL statements to query the Oracle Database for Data Validation and Data Integrity.
* Used UNIX commands to extract the log files from the server to identify the root cause of issues.
* Used Quality Center for version control, tracking defects, enhancement requests, assign work activities, and assess the real status of project throughout the life cycle.
* Identifying Test Cases to be run for Regression Testing and conducting Regression testing as and when new builds were made.
* Worked on **Soap UI** to execute and test Real time Transactions
* Documented the test execution summary results and reported the status of assigned test tasks and issues to project manager for approvals.

**Health Corporation of American HCA, Nashville, TN Jan 2009- Mar 2010**

**QA analyst**

I worked as a QA on Medicaid Claims Processing, which includes prioritization of claims, creating Medicaid reports and checking the status of claims. I also worked with **Facets** application where the implementation of **Facet** newest applications was involved to help healthcare payers improve productivity, enhance service and improve service.

**Responsibilities:**

* As a QA I defined **test plan, test strategies, test cases** based on the requirements outlined in the test plan as part of the development cycle.
* Participated in developing **test plans** templates and guidelines to be used by the project team with detailed screen layouts with regards to various types of corporate actions.
* Involved in the development of **Test Plans** and **Test Cases** and coordinated the tests with the QA team to verify implementation of new features and enhancements.
* Design, analyze and performed Integration and wrote System requirements on different leading health care software’s such as **FACETS**.
* Followed the Agile methodology for the entire SDLC.
* Involved in writing and executing test cases using MQC based on the requirements.
* Performed Back-End testing using SQL Query.
* Extensively used SQL statements to query the Oracle Database for Data Validation and Data Integrity using TOAD.
* Developed design Specification writing Test report s and documenting Test results
* Identified customer requirements besides reviewing test plans and documented the development of these plans.
* Worked with **Medicaid and Medicare claims**.
* **Responsible for the full HIPAA compliance lifecycle from gap analysis, mapping, implementation and testing processing of Medicaid Claims.**
* **Used Soap UI to check the status of environment .**
* Analyzed the system requirements specification and developed appropriate test plans, test cases, test scripts and executed testing
* Executed the test scripts on different releases and validated the actual results against the expected results by using QTP.
* Worked on claim processing module, which involved Receipt, Enrolment (834), Verification of Claims Form (837) and Claims Adjudication, Health Claim Payment/Advice (835) as per HIPAA guidelines.
* Automated web services using **Soap UI**
* Created **Reusable Functions** by **using QTP** and performed **Shakeout Testing with QTP.**
* Tested EDI 837,835,834 files in compliance with HIPPA 5010 and ICD10
* Coordinate with reforms operations group to build new marketing strategies for exchange products on portals; designing exchange products with addition of exchange specific attributes to SBCs
* Mapped the Bloodhound tool (clinical editing tool) related data elements to the internal XML elements.
* Created the data dictionary for the clinical aberrancy rules
* Performed Health Care Reform audit for multiple Health Care Reform provisions. Provided recommendations for systems being developed to support the audit.
* Developed automation test scripts for performing regression testing on the application using Quick Test Pro
* Tested the application on Unix Environment by navigating the system through UNIX commands.
* Conducted interviews and workshops for soliciting customer requirements
* Performed Test execution and wrote and executed Test scenarios /Test Scripts
* Interacted with the **technical** team for the 837 **claims transactions design**
* Manage the Requirements (Business as well as System requirements), performed requirements analysis along with the creation of **Test Scenarios**.
* Worked with the **development team** to make sure that they understood the **user requirements** and that the system developed met those requirements.
* Worked with the Project Manager on various **Project Management** activities like keeping track of **Project Status and Deadlines/Milestones**.