**Shaikh Hafeez Status : US Citizen**

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**Summary:**

* Over 8 years of experience in Software Quality Assurance, Software Testing, Software Design, Development and Analysis in the Healthcare domain.
* Analyze the requirements from business requirement document (BRD), system requirement documents (SRS) and use cases
* Proven expertise in test design, test development, and QA of cost-effective enterprise level application systems, middleware, micro services and web solutions that exceed client's business requirements and expectations.
* Executed different types of testing like functional, regression and UAT testing for web services
* Experience in writing test plans, test scenarios and test cases
* Deep testing knowledge of mainframe, web based and middleware integrated applications
* Excellent understanding of software development life cycle and software testing life cycle
* Proficient in writing queries in different SQL databases for backend testing.
* Worked extensively with manual test management tools like HP Quality Center & ALM

**EDUCATION:**

B.TECH Computer Science, 2009, JNTU INDIA

**EXPERIENCE:**

**Saint Marys Health Care,** Grand Rapids, MI **May 2016 – Till Date**

***Middleware QA Tester***

Responsibilities:

* Responsible for testing Client provider and vendor information to the QNXT database
* Responsible for reading, deciphering, and translating provider contracts to the QNXT database to ensure proper reimbursement for Client providers
* Involved in preparation of test data with respect to all the functionalities of QNXT in order to facilitate testing of interfaces & reports.
* Contacted the middleware and according to their convenience scheduled the day for testing.
* Involved in the error checking and testing of the ETL programs using Informatica session log and workflow logs.
* Involved in preparing and maintaining Requirements Traceability Matrix (RTM), create, upload & execute test scripts in Rational Manual Tester, raise & track defects in Clear Quest Test Manger.
* Tested Client Application residing on the target device and also the mobile middleware which is the mediator between the application and backend systems.
* Established a quality Analysis methodology around the RUP (Rational Unified Process)
* Involved an Enterprise Service Bus (ESB) Integration Testing for Handle and Client server application
* Provided strategic development of detailed project plans, work assignments, target dates etc
* Designed and developed use cases and activity diagrams using UML
* Played a key role in the planning, testing and implementation of system enhancements and conversions
* Responsible for writing test plan and test cases and execution of test cases manually.
* Performed functional, integration, regression, system, and acceptance testing.
* Extensively used Informatica power center for extraction, transformation and loading process.
* Designed the test cases using HP, Quality Center.
* Worked on Testing of Restful Web Services for ESB Portal.
* Dealt resolving issues with member attributes, enabling multiple rules associated with member lookup process in QNXT.
* Used, SOA Test and Fiddler tools to test mobile middleware.
* Write SQL scripts for adding, changing or deleting various benefit or contract data to or from QNXT that would take several man hours to complete via the front end software.
* Analyzed research on operational procedures and recommend changes for improvement with an emphasis on automation and efficiency.
* Wrote Test Plans in MS Word for Manual Testing, System Testing, Integration Testing, Performance Testing, Regression Testing & reviewed their consistency with the business requirements
* Wrote Test Cases in MS Excel for user registration, access to training material, and activity log-in, reviewed the test cases and finalized
* Reviewed colleagues' test cases for testing the development of online resume, uploading users' documents [such as application and resume], browsing through jobs, selecting and applying for the jobs
* Documented the outcomes of all the testing in MS Word and MS PowerPoint
* Developed automated Test Scripts in Win Runner using Test Script Language (TSL) for Functional Testing, Data Driven Testing, Usability Testing, and Verifying Specific content through using Checkpoints
* Performed analysis on enterprise data/report integration.

Environment: Java, Windows Advanced Server, UNIX / Oracle Platform, XML, SQL, Sybase, Microsoft Word, Project, Excel, PowerPoint, MS Visio, RUP, Rational Rose,

**Health Care Service Corporation** , Chicago, IL **Mar 2015 – Apr 2016**

***Middleware QA Tester***

Responsibilities:

* Analyzed the specifications from Business view and Functional view of the application.
* Participated in daily Scrum meetings, discussed with Business Analysts and Developers about requirement gaps, defects and blocking issues.
* Performed manual and automation scripts development on agile process.
* Involved in Web Services Testing using SOAPUI with REST to create and execute automated functional, regression, compliance and load tests.
* Reviewed functional, system integration, regression and performance test cases with Developers, Analysts, Operations, DBA, and Middleware teams.
* Performed automated acceptance tests written in TDD(Test Driven Development) using.
* Validated the customer account records and their order details with Databases using SQL Queries.
* Good experience in working with CTP and also creating job plans for CTP and also worked on the training documentation for MPI on CTP usage.
* Participated in regression and functional testing activities surrounding middleware applications, built on web service technologies.
* Extensively worked with End-to-end testing for User Acceptance Testing (UAT).
* Involved in Designing & developing data driven framework using Selenium Web Driver, Testing and implemented Java Mail to send the regression result automatically.
* Involved in mobile testing by writing java for automation through Selenium Appium.
* Involve in heavy testing of the data transformation processes developed in Informatica
* Used Apache POI methods for writing to excel sheets in java.
* Cross browser compatibility testing is executed by testing web applications.
* Used SOAP UI tool to test SOA based architecture application to test SOAP services and REST API.
* Involved in Designing & developing data driven framework using Selenium Web Driver, Testing and implemented Java Mail to send the regression result automatically.
* Used Quality Center to track and report system defects and bug fixes. Written modification requests for the bugs in the application and helped developed developers to track and resolve the problems.
* Involved in setting up continuous integration system using Jenkins and working knowledge with cloud based code repository system like Github.

Environment: Agile, Selenium (WebDriver and GRID), java, TestNG, SOUPUI, HTML, XML, Web Services (SOAP & RESTFUL) JavaScript, Quality Centre, SQL, PLSQL, Win SCP, SQL Navigator, Oracle, UNIX, Windows.

**BCBS,** Durham, NC **Spet 2013 – Feb 2015**

***Quality Tester***

Responsibilities:

* Outlining the roles and responsibilities needed to support each of the large group and individual group bundle project test scope.
* Participating in the review of the business and functional requirements from the business for testability.
* Participating in the designing phase of the functional design documents
* Automated and scheduled the Informatica jobs using UNIX Shell Scripting
* Involved requirement gathering, Test plan creation, Test strategies, Test cases development, Test case review, Test Scripts Development, Defect Tracking, TFS and Reporting.
* Performed extensive backend testing by writing SQL queries and executing them into the database to verify the data integrity.
* Planning for the execution and defect resolution using current Quality Center reporting.
* Creating Project Test Strategy/Approach to be reviewed by Business Owners and Software Developers.
* Test Case design and Test execution using Quality Center and TFS.
* Planning the functional, regression and end to end testing scope for the each sprint release by Connecture team
* Worked on Claim Test Pro of Facets for project tracking and for reporting progress.
* Documenting all information regarding the testing and defects and uploaded in the SharePoint so anyone can use it in the future necessity
* Provides training for new/beginners operators on CTP in order to conduct and build a project/product, Test Cases selection Criteria, execute test cases, create keyword files, run batch files, and pull back claims data as needed.
* Creating the test scenarios for the various applications like Connecture, Edifecs and Facets data integration for the End to End testing.
* Performed claims data pull back within Claim Test Pro (CTP) for testing needs requested by Claims department for Professional and Institutional claims
* Creating the functional and system integration test scenarios for the each individual application for e.g. Connecture and Facets to enroll the group/members through the Connecture to load the data into Facets
* Participated in status meetings to report issues and communicated with developers through all phases of testing to prioritize bug resolution using TFS.
* Tested and validated the database tables using SQL queries and performed Data Validation and Data Integration
* Checked the data flow from front end to backend and used SQL queries to extract the data from the database

Environment: Facets, Java, Oracle, TFS, , SQL Server, DB2, Microsoft Word, Excel, PowerPoint, MS-Visio, MS Project

**United HealthCare Services (UHS), Minnetonka, MN** **Feb 2012 to Aug 2013**

***Quality Analyst***

 Responsibilities:

* Participated in the BRD and FSD walkthrough sessions, interacted with business and systemanalyst team to understand the requirements for Health rules application, data migration and reporting environments.
* Involved in testing Claims processing, Medical Utilization Management, Accumulators In-bound and Out-bound, Benefit Testing, and Member enrollment.
* Involved in the 834/835/837 Claims-Professional/Institutional and also tested the Production Claims.
* Prepared extensive set of validation test cases to verify the data.
* Able to prepare test data and perform regression testing.
* Able to modify the testing artifacts as per requirement changes and keep track of the changes in RTM document.
* Tested critical bug fixes and coordinated with developers on their status.
* Facilitated test strategy meetings and bug tracking meetings.
* Involved in testing multiple builds, run the test cases and raise the defects and assign to the development team.
* Participated in defect meetings and updated the defect tracking reports.
* Involved in daily QA meetings and release meetings.
* Involved in the preparation of UAT test plan and test cases for performing user acceptance testing.

**Qualitest Pharmaceuticals, Charlotte NC June 2010 to Nov 2011**

***Quality Tester***

Responsibilities:

* Manually performed Validation testing by executing SQL queries, System Testing of all the
* elements of the system
* Hiring and training of test engineers
* Assist the client with bug report
* Work with the leadership of the project, report status and blocks
* Create a testing timeline and manage testing efforts for the client
* QMT point person for the whole project

**Skill set** :

Methodologies: SDLC, RUP, UML, Agile, XP, RAD, ESB, JAD, Prototype

Tools: MS Visio, MS PowerPoint, MS Word, MS Excel, Rational Clear Quest, Rational Clear Case, Remedy, Rational Rose, Requisite Pro, Mercury Quality Centre, HP, Informatica, Mercury Win runner

Database: ORACLE, SQL & PL/SQL

Languages: C, C++, JAVA

Operating System: Windows XP

Domain Skills: Trizetto Facets, QNXT