**Shefali | Timbadia |**

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**Sr. *Sr. QA Analyst***

***PROFESSIONAL SUMMARY***

* Over 7+ years’ experience in Information Technology with emphasis on Software Quality Assurance mainly in Healthcare Domain.
* Excellent in analyzing Business Requirements Specification, developing Test Plans and Test Cases.
* Hands on experience with all phases of Software Development Life Cycle (SDLC).
* Worked on different Methodologies such as Agile, Waterfall, and RUP.
* Well versed with all the Testing concepts and methodologies.
* Working Knowledge of ICD-9, ICD-10 and CPT diagnostic codes.
* ICD 9-ICD 10Conversion knowledge -Worked in the analysis of the ICD 9 - 10 codes.
* Worked on upgrading from ICD-9 to ICD-10 Diagnosis/Procedure Code sets.
* Experience with creating and implementing Requirements Traceability Matrix (RTM).
* Experience in HIPAA EDI transactions 837 (Institutional/Professional), 835(Payment Remittance Advice) 270 (Eligibility Request) / 271 (Eligibility Response), 276 (Claims Status Inquiry Request) / 277 (Claims Status Inquiry Response), 834(Benefit Enrollment and Maintenance Transaction), 278 (Prior Authorization), 997 (Transaction Acknowledgement).
* Strong experience in testing the enhanced FACETS/AMISYS system, evaluating claims adjudication needs and creating HIPAA-compliant business rules configuration.
* Working knowledge of ANSI X12 EDI transactions.
* Developed SQL queries using joins and sub queries to test data tables against the source and target and to validate data and verify.
* Good understanding of Facets Data Model between various tables like Subscriber, Member, Claim, Provider, Provider Network, Class/Plan, Benefit, Member Eligibility etc.
* Business knowledge of Group, member, provider, enrollment, HL7, Medicaid/Medicare member eligibility, Benefit Plan enrollment, and MMIS.
* Participated in design reviews with the Development team.
* Self-starter and ability to adapt and learn new things quickly.
* Excellent Communication and Documentation Skills.
* Good Process Management and organizing skills with remarkable ability in gathering requirements to bring out quality products

***TECHNICAL SKILLS:***

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| --- | --- |
| Testing Tools | Quality Center, SOAP UI |
| EDI Transactions  Claim Processing System | 834, 835, 837, 270, 271, 276, 277,278, and 997  Facets |
| Testing/ Reporting Tools | Quality Center 10.0, Rational Clear Quest. |
| Web Technologies | Visual Studio.Net, Top Style Editor, Rational Rose, MS Project. |
| Front End Tools | JIRA, Bugzilla |
| Databases | SQL Server, MS Access, Sybase, DB2 |
| Browsers | Internet Explorer, Firefox, Chrome, Safari |
| MS Office Tools | MS Excel, MS Word, MS Project |
| OS | Windows XP/2000/NT/98, UNIX, DOS, OSX LION |

***PROFESSIONAL EXPERIENCE***

***Catholic Healthcare West, Phoenix, AZ Apr 12- Present***

***Role: Sr. QA Analyst***

***Description:***

Worked as a Quality Assurance Analyst for HIPAA 5010/ICD 10 Projects targeted for various software suites for various hospitals and one insurance company under Catholic Healthcare West network, which are federally mandated by HIPAA

***Responsibilities:***

* Prepared test plan and test cases for EDI 837, 835, 820, 834 in phase 1 (version 4010/4010A), phase 2 (version 5010) using Quality Center.
* Individually designed, developed test cases and test data for flow of 837 transactions through EDI database.
* Involved in developing Test Plan Document to cover all functionality testing.
* Developed and executed SQL queries to verify the proper insertion, deletion and updates into the Oracle supporting tables and cubes.
* A developed standardized FACETS testing, implementation and QA processes.
* Participating in QA team meeting and bug tracking meetings.
* Used Quality Center to enter and report defects for rate quote remediation.
* Daily status meeting with team and meeting with developers and management regarding defects.
* Responsible to check whether the interface and the extensions properly integrate with the facets application.
* Tested the adjudication of claims and migration process.
* Assisted team leads in developing test plans in compliance of QACC Master Test Plan, Test Planning Documents and Control Management documents for various patient registration, patient accounting and patient financial software applications as well as HIPAA for federally mandated HIPAA 5010 / ICD 10 compliance.
* Worked with Facets System implementation, Claims and Benefits configuration set-up testing, Inbound/Outbound Interfaces and Extensions, Load and extraction programs involving HIPPA 834 and proprietary format files and Reports development.
* Involved in customizing Transaction 837, 834, 276/277 in the following loops and segments in Map/Data Translation.
* Pulled out EDI Claim data from Backend SQL server 2005 using the SQL Queries according to the requirements.
* Performed manual testing of the application to test the system for both the functional and business requirements for positive and negative scenarios using Quality Center.
* Extensively used Mercury Quality Center to monitor and progress of assignment of testing activities.
* Logged the defects in Quality center maintaining right priority and managed the defects through it

***Environment:*** HP Quality Center 10.0, Oracle 10g, MS SQL Server 2005, IAS Web server, MS Office 2007, UNIX, Windows XP

***CAREFIRST, Owings Mills, MD July 2009- April 2012***

***Role: QA Analyst***

***Description:***

The scope of the project was to implement Facets, a claims processing and management application to manage health insurance claims electronically. This software is a web-based electronic claims processing solution providing real-time patient insurance information. The application connects the organization to the largest all-payer network of commercial and government health plans nationwide to provide a wealth of real-time patient benefit information. Data is automatically translated to meet HIPAA compliance standards and the privacy of transactions is protected with the highest level of internet-based security.

***Responsibilities***

* Actively participated in all phases of testing lifecycle (Design, Planning, Development and Results).
* Coordinate with Development and Business team to develop high level Business and Technical documents.
* Design Test Plan and test strategies based on high level business and technical documents.
* Implemented Standardized and Unified process throughout the software Development Life Cycle (SDLC).
* Wrote SQL Queries using Joins and Sub-Queries to test the reports generated by the different modules.
* Tested various paths that need to be taken into consideration for new business rules implementations.
* Wrote SQL Queries to check data integrity and consistency.
* Conducted HIPAA 4010 - 5010 Conversion Analysis – contribute in the documentation of HIPAA 5010 changes to EDI 837, 834, 835, 276, 277 transactions sets.
* Created and implemented test cases for EDI files generated for various transactions as 834 /837/835/999
* Tested for mappings in EDI files through Transaction mapping documents.
* Involved with other team members to set up testing tools, implementation and testing environments.
* Documented Unit, Integration and System Test cases using HP Quality Center from Functional, Technical and other high level design documents.
* Validating all the information from HIPAA to FACETS.
* Manually Conducted Positive and Negative testing.
* Performed Sanity and Smoke Testing of the application manually after each build.
* Performed back-end testing and verified the data between GUI and database are reflected correctly.
* Involved in creation and maintenance of Test Matrix and Traceability Matrix.
* Use Quality Center for the reporting and tracking of defects.

***Environment:*** Facets, HP Quality center, HP Quick test Professional, .Net, C#, MS SharePoint, DB2, MS SQL Server 2007, and Windows XP

***Health Ways, Sterling VA Oct 2008 - July 2009***

***Role: QA Analyst***

***Description:***

I worked as a QA on NASCO Large Group Migration Project. The scope of this project is to migrate and test all vendors’ member accounts data from legacy systems FLEXX, EAB/CARE to NASCO system. I worked on FLEXX, EAB/CARE, Facets and NASCO claim processing system.

***Responsibilities***

* Reviewed Business Requirements, Functional and Technical specifications with business analyst and QA manager to learn the functionality and process.
* Involved in preparing Test Plan and defined the testing approach, resources and time lines.
* Worked with other team members and conducted the weekly status meeting to make sure the all team members are on the same page.
* Keep motivated the other team member and resources to get the job done on time.
* Wrote Test Cases in Excel based on Technical and Functional Specifications and upload them in Mercury Quality Center.
* Maintained Requirement Traceability Matrix (RTM) to make sure that test plans were written for all the requirements.
* Performed data validation according to data mapping document with data conversion logics from source system and target system.
* Tested Applications using Quick Test Pro with different sets of data.
* Created page checkpoints to test the properties and contents of the web page using Quick Test Pro.
* Provide management with metrics, reports, and schedules as necessary and participated in the design walkthroughs and meeting.
* Created and maintained SQL Queries for back-end testing.
* Created and managed data base trigger and subprogram using SQL.

***Environment:*** HP Quality center, SQL, MS Excel, MS Word, MS Access, UNIX, IAS Web server, Web logic, Oracle, Lotus Notes6.5

***National Health Insurance Company, TX Nov 07 – Sep 08***

***Role: QA Analyst***

***Description:***

National Health Insurance Company serves full range of managed healthcare, life and disability insurance, and retirement savings products and services. This current system only provides complete information regarding benefits about various product lines and product offered by the company. National Health was looking for a new system to automate the appointment processes, a system for single sign-in process and a system that automatically calculate the policy rating. The new systems were designed to increase productivity, and reduce costs.

***Responsibilities:***

* Developing Test Plan with a Test Strategy for the System testing. Instrumental in creating design and frame work for automation.
* Analyzed the business and functional requirements of the application and also helped in developing detailed test plan and test cases.
* Defined the test criteria, project schedules and base lined the Test Plan with the help of project meetings and walkthroughs.
* Helping development team in defining the scope for Unit testing. Although Unit testing is not in the scope of QA efforts but QA team helped delivery team in putting a process in place for Unit testing activities.
* Backend testing of the DB by writing PL/SQL queries to test the integrity of the application.
* Excellent experience managing the whole testing process using HP Quality Center.
* Involved in testing various New Policies, Amendments, Renewals, and Cancellations etc.
* Involved in end to end testing from Quick Quote to the policy activation in both frond
* g and in data step and with various SAS
* Performed Ad-hoc testing, Regression testing, System testing, functional, Integration testing White Box and Black Box Testing.
* Worked on documenting Master QA Strategy (a new template per ESDM guidelines). Defining the QA tasks for Java and data intensive projects. Customizing the scope of various QA activities based on nature of projects.

***Environment:*** SQL, Quality Center, SOAP UI, XML, HTML, UNIX, Windows 7/XP, facets 5.01, MS Office Tools, , Edifecs Spec Builder 7.0.5.