**Shradhda Jnawali**

[shradhda.sj@gmail.com](mailto:shradhda.sj@gmail.com)

**469-993-5034**

**PROFESSIONAL SUMMARY:**

* Around 7 years of professional experience as a Quality Assurance analyst with expertise in manual and automated testing
* Experienced in creating, executing and reporting manual and automated test scripts
* Manual and automated testing experience on web based, client server and mobile application.
* Strong knowledge and involvement in **Software Development Life cycle**, Testing Methodologies and Techniques.
* Expertise in using **HP Quality Center(QC)** to perform activities like writing Test Plan, Test cases, executing test cases , developing and maintaining test scripts and tracking defects.
* Participated in requirements analysis reviews and working sessions with developers, business analysts, and user representatives to understand the requirements and system design.
* Experienced in performing backend testing in Oracle and **SQL Server** for data validation.
* Worked on different modules of FACETS application like Membership, claims and product.
* Experiencedin validating conversion between**ICD9** to **ICD10**.
* Extensively worked in **HIPAA 4010**to **HIPAA 5010** standard conversion.
* Experience in working with EDI HIPAA Medicare, Medicaid (**837 I/P/D, 270/271,276/277,278,820,834,835**) X12 transaction for both version (4010A, 5010)
* Experience in developing descriptive programming and recovery scenario using VB script in UFT/QTP.
* Experience in data driven and keyword driven frameworks in **UFT/QTP**
* Experience in Web services testing using SOAP UI.
* Expertise in System Requirement Analysis, GUI Testing, functionality testing, Integration Testing, Black box techniques, Regression Testing, Security testing, User Acceptance testing,
* Experience in testing **REST API**using **Postman**.
* Documented bugs encountered during testing process by entering them in bug tracking and change control tools like**TFS, JIRA** and **HP ALM (Quality Center**).
* Proficient in multiplatform (Windows. Linux, Mac OS) and cross browser testing (IE, Firefox, Chrome, Safari, Opera) as well as Mobile testing on different devices (Android, iOS, Windows Phone).
* Well acquainted with writing detailed test cases for functional and non-functional requirements.
* Strong knowledge and experience in developing Test Plans and Test cases using requirements and design documents.
* Extensive experience on executing different kinds of Functional testing (Integration testing, System testing, Regression testing, Smoke testing, Sanity testing, Black Box and Grey Box Testing, User Acceptance testing (**UAT**) and **GUI** Testing as well as Non-Functional testing (Performance testing, Stress testing, Load Testing).
* Developed SQL Scripts to execute SQL queries to retrieve/update database tables.
* Good Knowledge and understanding of Relational Database Management Systems (RDBMS)
* Excellent team player with strong written, communication, interpersonal and analytical skills
* Ability to handle multiple applications concurrently and work independently as well in a team
* Strong attitude towards learning new technologies/sharing ideas.

**TECHNICAL SKILLS:**

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| Testing Tools | HP Quality Center 10.0, Selenium IDE, Quick Test Pro 10.0, UFT 12.0 |
| Defect Tracking tool | HP Quality Center 10.0, JIRA, Team Foundation Server |
| Process Methodology | Waterfall, Agile, Rational Unified Process |
| Databases | MS SQL Server, Oracle, MS Access |
| Operating Systems | Windows 95/98/NT/2000/XP/7/8, MAC, UNIX, Linux |
| Languages | C, VB Scripts |
| Web Technologies | HTML, XML,.Net, VB Script |
| Mobile Technologies | Android, IOS |
| Browsers | IE8, Mozilla Firefox, Chrome, Safari |
| MS-Suite | MS-Word, MS Excel, MS Power Point, MS Outlook |

**PROFESSIONAL EXPERIENCE:**

**Anthem Blue Cross Blue Shield-Norfolk, VA September16 – Present**

**QA Analyst**

**Description**:

Anthem Blue Cross Blue Shield was upgrading to a newer version of facets due to change in the data model of the business. The project Iworked on was executed to test the transformation to a newer version of Facets implementation. The result of the project is to have a unified organization with standard business process built around a single core system.

**Responsibilities:**

* Participated in testing of the transition to a newer version of **Facets**.
* Involved in Facets Implementation, end to end testing of Facets Billing, Claim processing and Subscriber/member module.
* Worked on developing test cases for various modules like membership, billing and claims processing.
* Processed claims through EDI 837 files to FACETS system and also worked on scenarios for complete claims lifecycle by running adjudication (CLMU), Adjustments for overpayment, under payment, resolving the errors associated with claims.
* Set claim processing data for different Facets module.
* Testing and entering data in Facets application.
* Adhered to strict HIPAA compliance, policies/regulations, and configured facets modules such as Claims, Membership and product.
* Applied the knowledge of coding standards provided by department of health and human services for all **Medicare Part D** Users transactions that involves electronic data interchange and incorporated this knowledge during the project.
* Performed **UAT**, browser compatibility, **integration, system** and **regression** testing.
* Completed Data Mapping for Group and detail Product analysis
* Configured facets modules such as Claims membership and product module.
* Worked closely with EDI transactions (**837P, 835, and 834**) to ensure accuracy in data transmissions and shared processes.
* Checked the validity of claims, eligibility, benefits, limits and deductible data scenarios in facets.
* Worked on **EDI 834-file** load to Facets through MMS (Membership maintenance sub-system) and also solved the errors of EDI 834 load to Facets through MMS.
* Used General equivalence Mappings (**GEM**) to convert **ICD 9** to **ICD 10**.
* Involved in forward mapping from ICD 9 to ICD10 and backward mapping from ICD10 to ICD9 using GEM.
* Monitored the defect life cycle, generated customized graphs and reports for the client using Quality Center.
* Used Quality center to record documenting information useful in the debugging process, evaluating test data.
* Used JIRA as a Test management and bug tracking tool.
* Attended daily **SCRUM** meetings

**Environment**: Facets 5.8, Facets interfaces (IFOX), Facets extensions, Agile, SQL,MS Access, MS Visio, MS office, MS word, Quality Center, JAVA

**Horizon Blue Cross Blue Shield, Newark, NJ Dec 2014 – June2016**

**QA Analyst**

**Description:**

Horizon Blue Cross Blue Shield of New Jersey, headquartered in Newark, is the largest Health insurer in the stateserving over 3.5 million members. They are dedicated to provide members with access to high quality healthcare at an affordable price. I worked on the project that helped the customer in understanding the health insurance by comparing different coverage options based on different categories like individual deductible, individual out of pocket maximum, coinsurance, office visit copay and monthly premium.

**Responsibilities:**

* Created test cases and test scenarios for testing various benefits,copays,coinsurance and deductible.
* Worked on EDI 834 for new enrollment, change enrollment, reinstatement of member enrollment and disenrollment.
* Implemented and managed Healthcare management, utilization, costs and benefit, quality objectives.
* Analyzed and tested 835 (Healthcare Claim Payment /Advice) outbound EDI Transactions.
* Processed EDI/X12 (835) test files and verified that the system can validate certified and non-certified trading partners.
* Verified backend data after interacting with front end automation scripts.
* Worked with Program Managers, Business Analysts to understand design and implementation of the project with **SDLC** approaches.
* Reviewed all the requirements, use cases and designed **test plans** and **test scenarios** based on them.
* Created **test cases** based on the test scenarios and then used them in test runs that were run during integration and regression tests.
* Conducted GUI and Black Box Testing and interacted with developers to resolve issues.
* Involved in preparing test data required for executing tests.
* Assisted in the process of documentation of system and business requirements, specifications, design and development of use-cases so as to better understand the business rules and eventually translate them to test cases.
* Participated and contributed in **Agile** Ceremonies like daily scrum, grooming, sprint planning, sprint review and retrospective
* Used **UFT/QTP** for object repository creation and maintenance, used regular expression, reusable action, data table, checkpoints and recovery scenario.
* Used UFT/QTP for creating standard,text and bitmap page and database checkpoints
* Uses UFT/QTP for checking page contents, broken links, web objects, frames and tables.
* Used UFT/QTP for functional and regression testing
* Performed user acceptance and browser compatibility testing
* Performed different types of tests on the application like **smoke, sanity, integration and regression**
* Performed web services testing using **SOAP UI**
* Used **TFS** for defect tracking, test case management purposes
* Conducted result analysis and interacted with developers to resolve defects
* Used **SQL** to perform data validations

**Environment:** TFS, UFT/QTP**,** MS Word, MS Visio, MS Excel, MS PowerPoint, SharePoint. SQL Server Management Studio, Black Box Testing ,SOAP UI

**Kaiser Permanente**, **Oakland, CAMarch 2013 –November 2014**

**Quality Analyst**

Kaiser Permanente provide different types of care plan i.e. HMO plan, Deductible HMO plan, PPO plan and POS plan to the employers and individuals. The projects I worked on was conversion of ICD-9 CM codes to ICD 10 (Clinical modification and procedure Coding System) codes and prepare necessary supporting mapping/crosswalk documents as a part of project deliverables.

**Responsibilities:**

* Developed test case and test scenarios utilizing **use cases, user stories, and acceptance criteria**.
* Involved in forward mapping of ICD9-I CM to ICD-10 codes with the use of **GEM**.
* Responsible for end to end testing of EDI transactions.
* Involved in conversion and mapping of HIPAA **ICD 9** to **ICD 10**
* Identified the scope of the system that will be modified by ICD-10 project to accommodate ICD-10 code and/or downstream impacts steaming from ICD 10 codes.
* Performed **Smok**e testing, **usability** testing **and sanity testing** of new and existing features
* **Reported defects in JIRA** for defect tracking and management.
* Participated in **Scrum** and adhered to agile practices.
* Created and executed automated test scripts in **QTP**.Created script using Keyword/Data driven methodology.
* Contributed to reducing the bug lifetime by collaborating with the developers to reproduce bugs and also identify the root causes.
* Used **SQL**queries and procedures for data validation in both source system and target system.
* Involved in writing test cases for the redesigned website using **HP ALM (Quality Center)**.
* Create test runs for integration and regression testing cycle. Executed test cases and reported progress for test case execution during release cycle.
* Facilitated User Acceptance Testing (UAT) by providing necessary support to the business users and was fully involved until implementation.

**Environment**: Quality Center, QTP/UFT, Jira, IOS, Android, Agile, Waterfall, MS Excel, MS PowerPoint, Postman, SQL Server Management Studio.

**Walgreens, Deerfield, IL                                             September 2011 – Dec 2012**

**Quality Analyst**

Walgreens is the largest drugstore chains in the United States of America. Starting in 1901, the company operates 8275 locations across all 50 states. I was involved in testing web application for customer service system. The major components were: Customer Selection, including address and contacts, Product selection, Feature selection Pricing based on generic and brand name, Promotions, Finalize and Book Orders.

**Responsibilities:**

* Reviewed the Business Requirement documents with the business and development team to understand the architecture and functionality of the application.
* Involved in the development of test plan and test strategy, performed functional and structural analysis for the same.
* Participated in preparing the test data for test execution.
* Performed **Sanity testing, smoke testing, System testing, Integrated System testing, Regression testing, Positive Testing, Negative testing and** overall **functional testing.**
* Involved in performing **Regression testing** for every new build.
* Managed individual test cycles, **reported bugs** and worked with analysts and developers to resolve problems.
* Experienced in using **ALM and HP Quality Center** as a defect tracking tool and Involved in bug review meetings.
* Worked on backend **SQL Server** Tables data loads
* Validated data in Oracle, SQL Server tables
* Participated in Agile/scrum model Sprint planning & Defect review meetings
* Created and developed reports and graphs using ALM
* Verified the incoming **XML files** along with database and confirm the data integrity
* Extensively worked with check points and parameterization using QTP
* Adept in using Automation Tools including **QTP, QC/ALM** under methodologies like water fall methodology, Agile and Rational Unified Process
* Received training on Automation testing and web site testing using QTP, **SoapUI**
* Created automation script and automated testing process under maximum supervision and guidance
* Performed browser (IE, Firefox, Chrome, Safari) and platform (Windows 7/Vista/ XP) compatibility testing in virtual machine environment
* Involved in User Interface (UI) Testing
* Expertise of testing the application developed using various mobile technologies including J2ME, Blackberry, Android, Symbian, .Net Technology etc
* Involved in Walkthroughs, Defect Report meting during various phases of **SDLC**
* Co-ordinated & Resolved Production Issues with developers using MS Access Tools
* Involved in Test case review meetings and defects meetings
* Provided Status reports in standup meetings and involved in sprint meetings

**Environment:** Windows 8, UNIX, HTML, XML, .Net, SOAP, Rally ,SQL Server 2008, SQL,MS Access, MS Excel