**Sunil G.**

**Professional Expertise**

* **7+ years** of experience in **Quality Assurance** and **Software Testing** in various industries.
* Experience in requirement analysis, creating traceability matrix, test planning, creating **test data** and implementation of test suite (test plan, test scripts and test cases).
* Extensive experience in testing **Client/Server and Web-based Applications**
* Expertise in **Automated** testing tools such as **Win Runner** and **QTP**
* Expertise in Bug reporting tools such as **Test Director and Quality Center**
* Strong Knowledge of **Agile and waterfall** methodology of **SDLC**
* Proficient in **manual** and **automated testing** of applications on **Windows** and **Unix** environment
* Very good experience in Back-End Testing using SQL on UNIX and Windows platform to validate the consistency of data.
* Experienced working with **5010 transactions** changes analysis, design and **migration strategy**.
* Have good knowledge of **HIPPA 4010 /5010 versions.**
* Maintained **Requirement Traceability Matrix and Test summery report.**
* **ICD 9- ICD 10 Conversion Analysis** –Worked in the analysis of the **ICD 9 - ICD10** codes.
* **Testing and Implementation of ICD9 – ICD 10 codes**.
* Performed **Gap Analysis**.
* Strong Knowledge on **MS Office suite, MS Visio, MS Project, and MS Access.**
* Analyzed test results to ensure existing functionality and recommend corrective action where necessary. Participated in UAT and wrote Test Cases for UAT.
* Implemented **Sanity Testing, Smoke Testing, White Box testing, Black Box Testing, GUI Testing, Functionality Testing, Positive and Negative Testing, Unit Testing, Security Testing, Integration Testing, System Testing, User Acceptance Testing (UAT) and Regression Testing of Web Based Applications and Client-Server Applications**.
* Expertise working in **Healthcare industry with Insurance, Loans, Claim Processing, Medicaid and Medicare module**s as well as **Interface Testing and Data Conversion**.
* Expertise in Claims, Subscriber/Member, Plan/Product, Claims, Provider, Commissions and Billing Modules of Facets.
* Good knowledge in Medicaid/Medicare claim processing
* Strong experience in gathering Medicaid and Medicare plan requirements from the client
* Extensive knowledge of all aspects of the Software Development Life Cycle
* Good knowledge on different modules within healthcare **(Membership, billing, enrollment, Claims, providers).**
* Excellent communication and writing skills with the ability to adapt to new and dynamic environments
* Good team player and can work alone with minimal or no supervision
* Experience with Medicare, Medicaid, & commercial insurances **in HIPAA ANSI X12 4010, 5010** formats including **270,271, 276, 277, 835, 837, 997, NPI, ICD 9,ICD 10,** for interfaces & images to clearinghouses/ trading partner applications.
* Ability to multi-task, prioritize and work with time constraints while paying attention to details
* Proven experience in QA Strategy definition and its execution.
* Experience in analyzing business specification documents, developing test plans, defining test cases, developing and maintaining automation test scripts.
* Extensive Experience in Functional, Compatibility, **GUI, Back-end, Regression, Unit, Integration, User Acceptance, Sanity, Performance (Load and Stress) Testing**
* Experience in the entire SDLC right from the beginning of the requirements gathering till releasing the product in to Production environment
* Hands-On experienced in preparation of Test **Methodology (Agile, SCRUM, Iterative and Waterfall) and Test Strategy, Test plans, Test cases, Black Box/White Box testing**
* Extensive experience analyzing test results and communicating via Bug tracking like **Quality Center**, **Test Director, JIRA, Bugzilla, Test Track etc.**
* Experience analyzing test results and communicating via Bug tracking tools Quality Center, Bugzilla and JIRA
* Experience as **QA Analyst, UAT Tester and Onsite/Offshore Coordinator**
* Excellent Leadership, Technical, Communication, Analytical, Interpersonal and Problem Solving skills
* Managed Projects within budget and on time and with highest level of quality

**Skill/Tools**

|  |  |
| --- | --- |
| **Operating Systems** | Windows NT/2K/ME/XP/Vista/7/8,ios 7/8 Unix, Sun Solaris 6/8/9, MAC 9-10 |
| **Technologies & Platforms** | J2EE, MS .Net, Vignette, Web services, XML,IIS, Tomcat, Apache, Web Logic, Servlets, JDBC, LDAP, ATG, CQ5, Drupal |
| **RDBMS** | Oracle 7.x to 11g, MS SQL Server |
| **Languages** | C, Java, Java Script, HTML, VB Script,SQL, COBOL |
| **Version Control** | MS VSS, WinCVS, SVN |
| **QA Tools** | Test Complete 10.x, HP’s Load Runner 7 to 9.1, Quality Center 8 to 10, QTP 8 to 10, Win Runner 7 and 8, Silk Test 6 and 7, SoapUI 3.x, Oracle SQL Developer, JIRA |
| **Web Browsers** | IE 5 to 11, Firefox 2 to 40, Google Chrome 2 to 45, Safari 2 to 6 |
| **Defect Tracking** | Quality Center 8.x to 11, Test Director 7/8, Bugzilla, JIRA 4,x to 6.x, Test Track |

**Professional Experience**

**Client: Aetna Health Care, Hartford, Connecticut July 2015-Present**

**Position Title: Quality Analyst**

**Project Description:**

Aetna is promoting the health and well-being of the residence of Connecticut. I worked as a QA Analyst on Medicare Claim Accuracy Project for Provider Reimbursement and various modules like Multiple Surgeries, Late Payment Interest and Coordination of Benefits. I worked with Facets as well as EDI HIPAA transactions.

**Responsibilities:**

* Responsible for decomposition of the requirements based on the functional specifications, design, development, coding, testing, debugging and documentation of applications to satisfy requirements.
* Prepared **Test Plan** and **Test cases** based on the functional specifications.
* Involved in writing **UAT test cases.**
* Utilize Software to create and maintain enrollment data files **for EDI transmissions to insurance** carriers consisting of 834 transaction sets and employer proprietary layouts.
* Performed **Positive** and **Negative** Testing manually.
* Set claim processing data for different **Facets Module.**
* Tested HIPAA regulations in **Facets HIPAA** privacy module.
* Tested and delivered Inbound/Outbound Facets interfaces.
* Executed **SQL** queries for searching, creating and updating test data
* Created End-to-End scenarios and scenario variations for the components in the Claims insurance application using MS Visio to reflect the business process
* Extensively involved in Data Hub Back-End Testing using Oracle SQL Server; performed daily process testing using SQL scripts execution and logged test results in **Quality Center.**
* Created and executed test scripts for approved Change Requests, logged their test results and related documentations in **Quality Center.**
* Identified, analyzed, and documented **defects**, errors, and inconsistencies in the application using **Mercury Quality Center**.
* Reported **defects** according to **Defect Life Cycle**.
* Responsible for defect tracking and bug reporting using **Quality Center**; interacted with developers and Business Analysts to discuss and resolve defects
* Created and Maintained **Test Matrix** and **Traceability Matrix** and performed **GAP Analysis**.
* Coordinated with the developers on Defects Status on a regular basis.
* Involved in **User Acceptance Testing.**
* Worked in the analysis of the **ICD 9 - ICD10** codes.
* **UAT testing** for HIPAA 4010 and 5010 projects including legacy testing and HIPAA requirements and compliance mandates.
* Inspected and worked on HTTP web services application and on SOAPUI.
* Analyzed all the bugs in the QC reported by the users during the **UAT.**
* Performed feedback concerning completeness and accuracy of **AUT**.
* Involved in documenting the defects found during**AUT.**
* Participate in various meeting and discussed **Enhancement** and **Modification** request.

**Environment: Oracle, Facets, Windows, IIS, Quality Center, DB2**

**Client: Independent Health Association Inc., Buffalo, New York August 2013- June 2015**

**Position Tile: Quality Analyst**

**Project Description**

Independent Health, a not-for-profit organization provides HMO, PPO, indemnity, and Medicare Advantage plans to 375,000 members. Project involved in developing advanced UI for claim reimbursement process in order to provide better user experience. Project Claims-fallout dealt with creation of new UI that helped in modifying claims fallouts that occurs during claim adjudication process. In short new UI helped claim processor by providing access to other work actions such as claim adjudication, claim denial, claim reversal etc.

**Responsibilities:**

* Analyzed the system requirement specifications and developed appropriate test plans, test cases test scripts and executed testing.
* 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.
* Designed and documented test plan, test strategies, test cases in Test Manager by evaluating the requirement document in ReqFuisitePro and performed hands-on testing for complex test conditions, scenarios and scripts so **HIPAA** transactions in **EDI** formats are verified.
* Validated and analyzed EDI outbound and inbound Transactions.
* 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**)
* Validated the application against the expected results by inserting Database, Bitmap and GUI checkpoints.
* Performed data-driven testing to read test input data from an Excel File so as to test the application with different positive and negative data.
* Performed QA Acceptance testing for test workflows with business users and performed data encryption testing as per **HIPAA** guidelines to ensure the privacy, security and confidentiality.
* Extensively used **QC** for defect reporting and tracking and prioritizing defects and enhancement requests after base lining the requirements.
* Attended change request meetings to document changes and implemented procedures to test changes.
* Involved in continual improvement of automation test scripts to provide improved QA of testing processes and to reduce whole testing cycle time.

**Environment: Quality Center, JavaScript, Oracle, MS Office, XML, HTML, QTP**

**Client: Razorfish, New York, New York July 2011-June 2013**

**Position Title: Quality Analyst**

**Project Description**

Razorfish’s Cloud based product is driven by Liferay Portal which will helps setup complete solution for their client by means of creating various environments like DEV, QA and PROD. Client can have reference site in each of these environments using Adobe’s CQ5 CMS. This product also helps client to manage Subversion by means of SVN, JIRA Project repository and automated jobs deployments to various environments via Jenkins. QA was conducted Sprint wise (Agile methodology) around Liferay Portal, CQ5 Reference Site and Integration flows among various applications used in this product.

**Responsibilities:**

* Prepared **Test Plan and Test Cases Sprint wise**
* **Performed and managed Manual Testing includes Functional, Integration, Configuration/ Cross-Browsers, Database, Smoke/Sanity, Regression and User Acceptance (UAT)**
* QA and UAT cycle management via **JIRA**
* Conducted **QA Triage meeting** on daily basis for effective defects management
* **Defects tracking** using JIRA
* Defined and implemented **training plans** for QA team members both onsite and offshore
* Defined and Implemented **QA processes and Defect Life Cycle**
* Conducted QA **project planning, resource management, defects tracking** and daily work status
* Defined project **testing strategies and implemented them by coordinating with QA Manager**
* Prepared various **Dashboards for test execution, defect tracking and overall project traceability**
* Prepared and executed **JMeter scripts for the Performance and Load testing**

**Environment:  Liferay Portal, JAVA/J2EE, HTML, XML, CMDB, SVN, Adobe’s CQ5, SVN, Jenkins, LDAP, Win 7, MAC OS 10, MS Office, IE 8/9, Firefox, Safari, Google Chrome, JIRA, JMeter**

**Client: Conde Nast Publications, New York, New York Feb 2009-June 2011**

**Position Title: Quality Analyst**

**Project Description**

Conde Nast Publications is one of the leading publication and digital media company in the US. Conde Nast’s ATG eCommerce System is the backend from where subscription offers are being created and published at suggested places on various Web sites as requested by Clients. QA need to be done on both backend (eCommerce System) as well as frontend (the websites) to make sure that subscription offers are working as expected. ATG eCommerce System Releases have been tested against both Stage & Production environments.

**Responsibilities:**

* Review of business capabilities and based on that derived testing requirements
* Preparation of QA Project Plans, **Test Plans, Test Cases and Test Scripts**
* Defined **release testing strategies** and their implementation
* **Calculated LOE and derived Milestones** for each Release
* Independently handled **testing life cycles** for more than one eCommerce releases at any given point of time
* Manual Execution of **Functional, Configuration, Integration, Validation, Verification, Database (backend testing by mean of SQL Queries like Inner/Outer joins) User Acceptance, Regression and Sanity tests for eCommerce System and Websites against Stage & PROD environments**
* Defect Tracking and Management using HP's **Quality Center 9.2/10.0** & Documented **validation/verification results in Test Analysis Report.**
* For each project/release, **verified** that the all the **project/release** criteria have been met for successful launch.
* Prepared and Executed automated **Smoke Tests using HP's QTP 10.0**
* Prepared and Executed Load/Performance Tests using **HP's Load Runner 9.1**

**Environment: ATG eCommerce System, Java/J2EE, Web Services, VB Script, HTML, XML, Oracle 9.x, SQL Server, Toad, Win2K/XP/Vista/Win7, Unix, Sun Solaris, MAC OS 9/10, MS Office, IE 6/7/8, Firefox, Safari, Google Chrome, HP's QTP 10.0, HP's Load Runner 9.1, HP's Quality Center 9.2/10.0, JIRA, Tortoise SVN**

**Education**

**Bachelors in Business Administration**