**PROFESSIONAL SUMMARY:**

* 6 years of experience in Quality Assurance and Software Testing in Healthcare Industry.
* Broad experience in following QA methodologies, preparing Test Scenarios, Test Plans, writing Test Cases and executing them; performed Defect Reporting and Tracking through the entire defect life cycle.
* Significantly worked on Manual Testing and significant Automation Testing knowledge and have hands on experience with QTP.
* Expert in performing various system testing, load/stress, integration, unit, Regression, Back End, Front End smoke and UAT.
* Expertise working in Healthcare industry with Claim Processing, Medicaid and Medicare modules as well as Interface Testing and Data Conversion.
* Broad knowledge of different Software Development Life Cycle (SDLC); models like Waterfall, Agile.
* Experience in testing Client-Server and Web-Based Applications.
* Expertise in problem solving and bug tracking using Mercury tools like HP ALM/Quality Center.
* Closely worked with Business Analyst to understand the functionality of each requirement and provided full support on Mainframe applications whenever required.
* Experience with HIPAA compliance (4010 &5010) and Healthcare systems.
* Involvement with Medicare, Medicaid, &commercial insurances in HIPAA ANSI X12 4010, 5010 formats including 270/271 (inquire/response health care benefits), 276/277(Claim status), 834(Benefit enrollment), 835 (Payment/remittance advice), 837(Health care claim).
* Experience with external membership/enrollment/claim system of Facets 4.71 and 5.01
* Knowledge on Various modules of FACETS system such as claims, membership and pre-pricing etc.
* Strong understanding of SQL (can create own SQL to check the integrity of database) and XML.
* Extensive knowledge of Relational database systems and Data profiling.
* Expert in matching requirements with test cases using Requirements Traceability Matrix.
* Exposure to testing methods, such as Regression, Performance, Functionality, and Usability Testing for web and Client/Server application.
* Experienced in System Testing and System Integration Testing (SIT).
* Good knowledge on different modules within healthcare (Membership, billing, enrollment, Claims, capitation, providers).
* Skilled at assessing client needs and making recommendations to enhance existing procedure to increase productivity.
* Extremely energetic, detail oriented, organized, self-starter with the ability to work independently and excellent team player with strong analytical abilities, communication skills, interpersonal skills, and problem-solving skills.
* Possess strong ability to quickly adapt to new applications, platforms and languages and ability to handle multiple tasks simultaneously.

**TECHNICAL SKILLS:**

**Testing Tools:** HP UFT/Quick Test Professional (QTP), SOAP UI

**Bug Reporting Tools:** HP ALM/ Quality Center

**Database:**  Oracle, MS Access

**Methodologies:** Waterfall and Agile

**Operating Systems:** MS Windows, UNIX.

**Languages:** SQL, PL-SQL, VBScript

**Applications:** Microsoft Excel, PowerPoint, Word, Outlook

**PROFESSIONAL EXPERIENCE:**

**Cardinal Health Inc, Dublin, OH**

**December 2015 – December 2017**

**Manual QA Tester**

**Description:** Cardinal Health is a leading provider of products, services, and technologies supporting the healthcare industry. The Medi Pharma online service was designed to deliver refill medication to follow-up, disabled, and elderly patients at their homes without the necessity to visit the physician. I was involved in implementing HIPAA EDI transactions in the application; also involved in modules: Pre-pricing claims, Claims Adjudication, Claims Payment, Coordination of Benefits (COB) and Adjustments. As a QA, I was primarily involved in conducted User Acceptance Testing (UAT) and System Integration Testing (SIT).

**Responsibilities:**

* Prepared Test Cases and detailed test procedures using HP ALM for testing the application under test.
* Worked on different Change orders and CCRB in different releases of Ohio Medicaid Project
* Logged Defect in HP ALM and Executed test cases before and after bug fixes for each build
* Enhanced the Test Scripts by adding Check Points in HP UFT/QTP.
* Performed data driven test for multiple scenarios with different sets of data using internal and external data sources.
* Performed User Acceptance Testing (UAT), System Integration Testing (SIT), GUI testing and Functionality testing manually.
* Created and maintained SQL Scripts to perform back-end testing on the Oracle database.
* Wrote complex SQL queries to perform the Back-End Testing of the Oracle database using PL/SQL and UNIX shell commands.
* Performed Security Testing on the application
* Extensively worked in ANSI X12270-271 EDI Transaction and validate the date from EDI transaction.
* Worked with providers and Medicare or Medicaid entities to validate EDI transaction sets or Internet portals. This includes HIPAA 4010; 837, 835, 270/271, and others.
* Documented the test results and reported the status of assigned test tasks and issues to project QA Lead.
* Extensively used SQL statements to query the Oracle Database for Data Validation and Data Integrity.
* Executed test cases found errors reported defects, determined repair priorities, did regression testing and closed by using Mercury HP ALM/Quality Center.
* Categorized bugs based on the severity and interacted with developers to resolve them.
* Responsible for performing various types of process evaluations during each phase of the software development life cycle, including audit, review, walk through and hands on system testing.
* Extensively used Microsoft Office Suite of products for documentation and data interpretation.

**Environment**: HP UFT/QTP, SQL, Windows XP, UNIX, XML, Mercury HP ALM/Quality Center, Internet explorer, Windows, MS Office

**Mercy Hospital and Medical Center, IL, Chicago**

**July 2013 – October 2015**

**Manual QA Tester**

**Description:** The Mercy Hospitals group is one of the largest private hospitall groups in US. What distinguishes the Mercy Hospitals is effective resource management and able deployment of technology and knowledge to the service of mankind. We implemented a “user-friendly” interface for the hospital management system in the premises of the Mercy Hospital, Chicago, one of the Top Hospitals in USA. The application is implemented to keep track of the patient’s details. The application was divided into various modules such as Registration, Admission and Discharge, Patient’s Test Details, Billing etc. I performed testing on each of the modules.

**Responsibilities:**

* Analyzed business requirements and module-specific functionalities to identify test requirement in a agile environment.
* Participated in daily scrum meeting.
* Developed Requirements Traceability Matrix to track requirements
* Conducted Manual Testing for checking the flow of the application functionality
* Manually tested each module of the application and verify against expected results
* Analyzed user requirements and prepared test approach document
* Prepared test requirements, test cases manually
* Checked the data flow through the front-end to back-end and used SQL queries to extract the data from the database
* Hosted the application online using Microsoft SharePoint excluding some functionality those were developed to use by employees only.
* Conducted Back-End Testing for Oracle databases using complex SQL queries
* Performed various types of Black box testing, Integration Testing.
* Performed Database Integrity Testing by executing SQL statements
* Performed comparison of actual report with the expected values by querying the database
* Performed extensive manual testing on critical functionalities of the application
* Created and tested scenarios using positive and negative test data
* Wrote simple to complex SQL queries to verify the database tables for the data inserted from the GUI
* Modified and maintained test cases with changes in application interface and navigation flow
* Used HP ALM/ Quality Center for bug tracking and reporting, also followed up with development team to verify bug fixes, and update bug status
* Created and Maintained Traceability Matrix and performed GAP Analysis
* Prioritized and reported defects, presented documents and reports in weekly team meetings
* Simulate business use with multiple users with typical business scenarios
* Interacted with developers and team members for verification and validation aspects
* Performed System Integration Testing (SIT) and User Acceptance Testing (UAT).

**Environment:** HTML, IE, Java, UNIX, Oracle, Mercury **HP ALM/Quality Center**, SQL, MS Office.

**Molina Healthcare, Long Beach, CA**

**May 2011 - June 2013**

**Manual QA Tester**

Molina Healthcare was implementing FACETS system that could initiate all the necessary procedures, standardizes and validates the data according to HIPAA regulations. The new application also allows the Providers to track and manage the status of a health benefit claims.I worked in test scenario for the HIPAA transaction (270/271, 276/277, 837/835).

**Responsibilities:**

* Good Understanding of the EDI (Electronic data interchange), Implementation and Knowledge of HIPAA code sets.
* Followed HIPAA implementation guides for preparing the EDI files. Worked on HIPAA Transactions (270/271, 276/277,837/835) for the test scenarios.
* Conducted System Integration Testing (SIT) and User Acceptance Testing (UAT).
* Worked with BA in creating technical documentation, Reviews, analyzes, and evaluated business systems for end user needs. Assisted BA and PM in preparing project plan and schedule control in MS Project.
* Assisted in performing process reengineering, including GAP analysis and documenting requirements, documenting processes and workflows. Used MS SharePoint to collaborate the documents.
* Created test plans templates and wrote and executed Test Cases.
* Tested the interface between database and the application.
* Participated in requirement walkthroughs and creation of test plan
* Validated the data in the database using SQL scripts.
* Followed Workgroup for Facets Electronic Data Interchange (EDI) standards for testing that need to comply with the HIPAA guidelines.
* Maintained Traceability matrix and Test Matrix
* Maintained various versions of Test Scripts. Performed Sanity Testing and Smoke Testing in Agile environment.
* Investigating software bugs and reporting to the developers using HP ALM Defect Module.
* Involved in testing the Pharmacy claims and Hospital Claims.
* Executed test cases manually as well as using Automation tool HP UFT.
* Working very closely with Production Support team in testing all the Emergency Change Requests/Tickets opened by the developers to validate the code change which was tested and verified in UAT environment before pushing the code in Production.
* Tracked and reported defects using JIRA. Generated defect reports for the developers.

**Environment**: Microsoft Office suit, MS Visio, MS Project, GAP Analysis, UML, Oracle, SQL, SIT, UAT, HP ALM, Agile Scrum, MS SharePoint.

**EDUCATION:**

**Master in Medical Informatics**

**Bachelor in Business Administration**