Objective

To obtain a position in a progressive, fast paced environment as a Quality Assurance Analyst and best utilize my technical, Interpersonal, Analytical and Documentation skills and benefit from my background in the field of Information, computer and system engineering.

Professional Profile

* Over 6 years of experience in **Quality Assurance** and **Software Testing** in **Healthcare.**
* Excellent skills in writing **Test Plans** 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.**
* 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 x12 version **5010 transactions**   changes analysis, design and migration strategy.
* Have good knowledge of **HIPPA 4010 /5010 versions.**
* Profound understanding of insurance policies like HMO and PPO and proven experience with **HIPPA 4010 EDI** transaction codes such as 270/271(inquire/response health care benefits),276/277(Claim status), 834(Benefit enrollment), 835(Payment/remittance advice), 837(Health care claim).
* Maintained **Test Matrix** and **Requirement Traceability Matrix.**
* Performed **Gap Analysis**.
* **Strong Knowledge on MS Office suite**, **MS Visio, MS Project, and MS Access.**
* Proficient knowledge in various types of Software Testing such as Unit testing, Integrated testing, System Testing, Black box testing, Positive Testing, Negative testing, Performance Testing, Stress Testing, Load Testing, Volume Testing, Data Driven Testing, Back end Testing and Regression Testing
* Good working knowledge of major Operating Systems such as Windows 98, 2000, XP, Vista, 7 and **UNIX**
* Extensive knowledge of **SDLC**
* SOLID understanding of **ANSI X12 4010 version 837/835**
* Working Knowledge **of HIPAA**
* Excellent communication and writing skills with the ability to adapt to new and dynamic environments
* **Good team leader, Player** and can **work alone** with **minimal** or **no supervision**
* Ability to **multi-task**, **prioritize** and **work with time constraints while paying attention to details**
* Good problem-solving, judgment, and decision-making skill
* Experience in designing, developing and normalizing database and conducting Backend testing by executing SQL queries, also performed database migration from MS Access to MS SQL Server.
* Excellent Project planning, designing and management skills also proficiency in developing project schedule and Milestone Reports using MS Project. Effective Time management skills and consistent ability to meet client deadline.
* Excellent interpersonal, communication and presentation skills with an attitude to bridge the gap between team members and the client.
* Sound knowledge of Designing Computer networks and network administration, Hardware and software Maintenance.

Education

Bachelor in Elective Studies with Major in Liberal Science & Minor in Computer Science from St. Cloud State University

Technical Skills

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| --- | --- |
| Testing Tools: | Win Runner, QTP (Quick Test Pro), Rational Team Test, Load Runner |
| Bug Reporting: | Quality Center, Rational Clear Quest, Test Director. |
| Operating Systems: | Windows 95/98/XP/2000/2003/Vista/7, UNIX/LINUX |
| Programming Language: | C, C++, C#, SQL, VB Script, Java Script, TSL (Test Scripting Language), UNIX Shell Scripting. |
| Database: | MS SQL Server, My SQL, Oracle 8.0/8i/9i, MS Access, DB2. |
| Applications: | Visual Studio, MS Project, MS Visio, MS Office, Adobe Photoshop, Dreamweaver, Lotus Notes. |
| Web Technologies | HTML, PHP, XML, SOA, SAP, J2EE, .NET, UML, ASP.NET |
| Process Improvement Methodologies | Process Modeling (MS EXCEL, Web), Total Quality Management (TQM), Root Cause Analysis, |

Experience

**BCBS of TN, Chattanooga, TN April 12– Present**

**Sr. QA Analyst /UAT Tester**

**BCBS of TN** provides solutions to both individual and groups by providing broadest selection of leading health insurance plans. There are three different Phase of the Project that includes Updating Facets from 4.7.1 to 5.0.1, EDI Transaction (834/837/835) and ICD 9 to ICD 10. I have coordinated the efforts to Drive UAT Testing from UAT Test Cases Creation to Test Data set up to Set up the environment and execution with Business and Stakeholders.

**Responsibilities:**

* Created and maintained requirements, Test Plan and Test Cases in Quality Center.
* Maintaining knowledge of Medicare and Medicaid rules and regulations pertaining to the Facets configuration and evaluating the impact of proposed changes in rules and regulations.
* Involved in FACETS Implementation, involved end to end testing of FACETS Billing, Enrollment Claim Processing and Subscriber/Member module.
* Set claim processing data for different Facets Module.
* Worked on EDI Transactions (837/834/835/276/277) for Verification and Validation as part of System Testing.
* Participated in daily defect meetings with team during UAT testing phase.
* Conducted JAD Sessions and discuss the UAT with developers on regular basis and also updated daily status report to the PM.
* Maintained guidelines and documentation focusing mainly on requirements during UAT testing.
* Created and maintained **SOAP** Request and Validated the Response.
* Use **XML Spy** for Schema validation of XML
* Performed Positive and Negative Testing Manually
* Prepare Status Reports Every Week, which includes Revision History, Test case status, metrics, QA Issues and Defects for System and UAT Testing.
* Actively participated in walkthroughs and enhancement meetings
* Maintained Test Matrix and Requirement Traceability Matrix
* Performed Gap Analysis
* Performed Security Testing on the application
* Tested user interface and navigation controls of the application using QTP.
* Experiences working in ANSI x12 837-835 EDI Transaction.
* Validate the date from ED5010 I transaction.
* Tested the HIPPA EDI 834, 837/835 transactions according to test scenarios and verify the data on different modules.
* Authored test case scenarios in Excel spread sheet and export them into Mercury Quality Center.
* Documented the test results and reported the status of assigned test tasks and issues to project QA Lead.
* Conducted Back-End Testing Using SQL Commands.
* 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 Quality Center.
* Responsible for Performing Integration Testing, **UAT** testing.
* Customized Quality Center to suit the requirements of testing effort
* Monitored the Defect Tracking Process and generated customized graphs and reports for the client using QC.

**Environment:** Oracle, HIPPA, EDI 5010, XML, QTP, Mercury Quality Center.

**Inova Health and Hospitals, Ashburn, VA Sept 2010 - March 2012**

**QA Tester/UAT Analyst**

**Inova Health**Corporation is a healthcare services company whose subsidies and affiliates own and operate **Inova Hospitals** and related ancillary healthcare businesses. **Inova Health’s** hospitals aim at providing the best possible care to every patient who comes through their doors with a clear focus on quality and service.I was involved in verification and validation of data which entered through Tenet’s prescription cards and checked each object of the application to ensure that it met the functional requirements.

**Responsibilities:**

* Gathered business requirements and studied the applications
* Analyzed **HIPAA 4010 and 5010 standards** for 837P EDI X12 transactions, related to providers, payers, subscribers and other related entities.
* Formulated detailed Test Plan using **Quality Center** after analyzing business rationale and software requirements.
* Involved in testing **HIPAA Database** which incorporated all the **HIPAA transaction sets**
* Used **Quality Center** to create and maintain test requirements
* Set-up, co-ordinate & conduct system & UAT testing with end-field users.
* Wrote SQL, PL/SQL queries/procedures to access data and crosscheck the results against **Oracle**.
* Worked on SOAP UI as part of web Services Testing.
* Tested and Validated the 834/837 EDI Transactions for Membership Validation and Claim Processing Testing
* Conducted Usability testing, Positive testing and Negative testing
* Used Rational log view to analyze the result of test
* Used several types of verification points to check the functionality of the application using **QTP**
* Performed Back-End testing manually for database integrity using SQL statements on UNIX platform
* Used **Quality Center** to track defects, version control, enhancement request and assessed the real status of the project
* Performed Regression Testing to ensure that bugs fixed did not generate new defects
* Actively involved in verification process using check lists
* Participated in various meetings and discussed modification requests and enhancement request **issues**
* Gained Knowledge of Health Insurance Portability and Accountability **Act (HIPAA) for testing effort**

**Environment:** Rational Team Test, Clear Quest, Oracle, UNIX, Apache

**Excellus BCBS, Buffalo, NY**

**QA Tester/Analyst Jan 2009- Aug 2010**

**Excellus BCBS** is one of the leading health insurance providers in US. Application such as Facets has been widely used across their network for the claim adjudication and claim processing. Facets are a fully integrated CLAIMS data processing and Medicaid and/or Medicare Management information system for managed healthcare. Facets uses the data feed for the claims adjudication, claims error processing and to prepare the auto- generated reports and correspondence using the Batch Cycle. As QA Tester, I was involved in various kinds of System and UAT testing of the Facets application modules like Membership, Providers, Finance and Claims.

**Responsibilities:**

* Wrote SQL procedures and Batch Processes.
* Wrote Test Plans, Test Scenarios, Test Cases and the Test Matrix.
* Analyzed and worked with MS SQL Server Test databases.
* Created T-SQL statements and procedures for data mining related to 837 transactions.
* Involved in testing various healthcare applications and migration of plans from legacy system to FACETS application.
* Prepared the 837 I&P Claims and validated these in Facets 4.5.1 System.
* Set Automation standards, practices Design the framework Procedures to analyze test results.
* Manual Testing for checking the flow of the application functionality.
* Investigated application bugs, reported and tracked testing process in the bug tracking using Test Director.
* Used FACETS Analytics for fast and easy retrieval, display and grouping of information for performing queries and generating reports.
* Developed design specifications, wrote Test Reports and documented test results.
* GUI, Performance, and Backend Testing for Pulse application developed in Java on Oracle Database.
* Conducted Backend testing, writing extensive SQL queries.
* Tested modified / new Oracle forms and database using SQL for its functionality.
* Tested the changes for the front end screens in FACETS related to following modules, test the FACETS batches (membership, Billing, Provider, etc).
* Performed Requirements Gathering and Analysis, interviewed the SME (Subject Matter Experts), and ensured that contributors and all key stakeholders were motivated to complete assigned tasks.
* Created Schemas for introducing new tables and relationship diagrams with existing system.
* Assisted QA and BA teams with Data requirements and Defect investigation in testing phase.
* Participated and played an analytical role from a process perspective to develop Requirements and Testing Methodology according to the Capability Maturity Model, used UML/RUP to develop requirements and architect a solution
* Used Microsoft Project to plan projects timelines and resources.
* Conduct and lead walkthroughs and JAD sessions with business process owners, SME and software developers
* Assisted with data-driven testing to verify reports generated from the project based on knowledge of valuation techniques and securities
* Verified the correlation between the UML diagrams and developed detail diagrams for QA purposes.
* Participated in weekly meetings and discussed modification request with management team Environment

**Environment: Mainframes,** Mercury Quality Center, MS-Visio, Facets, PowerMHS, Windows 2011, Oracle, MQC, QTP, UNIX, SQL, QMF, **T-SQL, SQL Server**, **Informatica**, QFW.

**Jackson HealthCare, Alpharetta GA March 2008 – Dec 2008**

**QA Tester**

Jackson Healthcare is a family of companies providing healthcare staffing, anesthesia management, hospital management and healthcare information technology solutions. I worked for the Application Solutions team which develops internal applications (Gemini & Portal) for the staffing companies. Gemini is a web application that keeps track of clients, facilities, providers, job opportunities and job assignments. Gemini also has an accounting piece for payroll and billing as well as calculation of commissions. Gemini also integrates with Great Plains for the accounting team.

**Responsibilities:**

* Analyzed business requirements and module-specific functionalities to identify test requirement
* 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
* Planned, developed, executed and maintained manual test scripts, test plans and test procedures.
* Verified current functionality, new enhancements, and defects for web application within sprint time frame.
* Done regression testing of web application products
* Completed regression testing, integration testing, functional testing, and system testing.
* Identified, logged, and tracked defects in JIRA.
* Created and ran SQL scripts in SQL Query.
* Test Web Portal project for clients applications
* Tested web services, XML file imports, and exports
* 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
* 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
* Conducted Integration test for the application

**Environment:** QTP, Java, UNIX, XML, Oracle, Mercury Quality Center, SQL, MS Office.