**Suruchi Sitoula**

Sr. Software Quality Assurance Tester

**Professional Summary:**

* 7 years of experience in Software Quality Assurance (QA) and Data Warehouse, Database (ETL & BI), Data Analysis, Web Services, and Client-Server Systems and Applications for State Government, Loan Origination Systems, Banking/Financial, and Health sectors.
* Excellent experience in implementing various QA methodologies involving preparing Test Plans, writing Test Cases and executing them.
* Experience in Functional testing, System Testing, Regression Testing, Integration testing, GUI Testing, Security testing, Smoke testing, System Integration Testing (SIT), Software Validation testing, Configuration testing, Interface testing, Stress and Performance Testing.
* Extensive experience in client server and web based application testing including API Testing manual and automated software testing techniques, System Testing, Functionality Testing, Stress Testing, Crash recovery testing, Compatibility, boundary, usability, Unit Testing, Integration Testing, Regression Testing and GUI Testing.
* Extensive experience in Systems testing, Functional testing, Integration testing, Manual testing, Automated testing, Big Data testing, User Acceptance testing and Regression testing.
* Extensive working knowledge on P&C Insurance domain.
* Briefly for automated ETL testing, Data Warehouse Testing and Data Migration testing
* Strong in handling defect tracking and reporting process using ALM, Rational Clear Quest, Team Foundation Server- TFS, JIRA, Bugzilla.
* Executed many projects from scratch to deployment phases across diverse domains.
* Involved in developing and maintaining Test Matrix and Traceability Matrix.
* Experience on working with different models such as Star and Snowflake and strong working knowledge in dimensional modeling.
* Performed functional, Integration, regression of the application on LINUX.
* Excellent working experience in banking involving residential Mortgage and Loan Origination Systems.
* Expertise in test management using HP Quality Center/ALM and maintained versioned objects using Rational Clear Case.
* Extensively used ETL methodology for supporting data extraction, transformations and loading processing, in a corporate-wide-ETL Solution using Informatica.
* Worked on Informatica Workflow Manager to run the workflows and monitored the status and logs in Workflow Monitor.
* Validated data consistency, data completeness, de-duping logics in data migration and data conversion projects.
* Good knowledge of Facets data models
* Experience worked on any requirement upgrade and/or change request while doing UAT.
* Skilled knowledge on different modules within Healthcare Claims Adjudication Process (Membership process, Billing process, enrollment, eligibility and claims processing).
* Experienced in testing Crystal, SSRS, Cognos and Business Objects, OBIEE Reports.
* Experience in Data Analysis, Data Validation, Data Verification, data profiling, identifying data mismatch and Good experience with data sources.
* Experienced in interacting with Clients, Business Analysts, UAT Users and Developers.
* Strong experience in UNIX shell scripting, writing UNIX wrapper scripts and monitoring the UNIX logs to check for any errors.
* Broad based knowledge of Unix/Linux, network administration, and shell scripting.
* Extensive experience working in back end tester by writing SQL Queries and PL/SQL scripts on large data warehouse systems involving Terabytes worth of data.
* Well experienced with SQL and database querying including FACET database.
* Extensively worked on Batch scheduling tools Autosys, Control-M to run and monitor ETL jobs.
* Involved in preparation of RTMs, Defect Reports and Weekly Status Reports.
* Knowledge on the phases of JAD and Agile methodology.
* Experienced in coordinating testing effort between on shore and off shore teams.

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| **TECHNICAL SKILLS:** | |
| **QA TOOLS** | HP – Quality Center/ALM, JIRA |
| **ETL TOOLS** | Informatica Power Center, Ab Initio |
| **Databases:** | Oracle, SQL Server,DB2 |
| **Languages** | SQL, PL/SQL |
| **Version Control Tools** | Rational Clear Case, TFS |
| **Operating Systems** | Microsoft Windows , NT , UNIX |
| **BI / Reporting Tools** | IBM Cognos , MicroStrategy, Business Objects BOXI, SSRS |

**Professional Experience:**

**Client: Care Source, Dayton Ohio**

**ROLE: Sr. Software Quality Assurance Tester**

**DATE: Jun 2018 and present**

**Responsibilities**

* Responsibilities for writing test script, test cases and executing the test scenarios.
* Participated in meeting with developers to discuss the Enhancement and modifications
* Involve deploying code to production environment.
* Analyze the business requirements and specifications.
* Interacting with Development and the testing team to improve overall quality of the application
* Responsible to follow up the production issue with offshore team.
* Wrote test plans, which detailed the testing scope, strategy, test requirements, and necessary resources.
* Prioritized Manual test cases based upon the Business Requirements and selected the Test cases that need to be automated in QTP.
* Created test data using SQL to write SQL query using SQL server and find the data from FACETS database.
* Involved in implementation of Test Automation Framework build using Selenium WebDriver, protractor to handle Angular JS, TestNG and Maven technologies under Java platform utilizing industry leading harness design patterns and approaches.
* Used Facets support systems to enable inbound/outbound HIPAA EDI transaction in support of HIPAA 834, 835, 837 270/271 transactions.
* Edited EDI files to make sure it’s in right format and there right provider, date of service, member so on. Helped developers with the following list of HIPAA-EDI Transaction Code sets: 837.
* Extensively used SQL for backend testing.
* Involved in processing of the claims on FACETS and then sharing the test result with the business according to test acceptance criteria during the UAT phase.
* Develop and automate Web Services API testing using Soap UI frameworks
* Attending meetings, and documented User Change requests.
* Tested various ETL Informatics transformation rules based on log files, data movement and with help of SQL.
* Performed end to end integration (UAT) and performance testing with customers, suppliers, and vendors to verify the flow from upstream to downstream of real time and batching data using UX/UI, SoapUI, MarkLogic NOSQL, SQL, RabbitMQ AMPQ, EDMS, CMIS, XML/Json metadata, and Unix/Linux.
* Worked on Autosys,Unix, hadoop, Hive, Impala and shell scripting for big data testing. Leading the team for the same.
* Writing and executing complex SQL queries to compare SOURCE To TARGET data.
* Tested Web Services using SOAP UI by creating test XML's with expected data/verified responses per Business Requirements.
* Involve in Smoke testing, Functional testing, Regression testing, and system testing.
* Review the defect with concerned developers and Team leads.
* Developed test scenarios based on requirements and the use case provided.
* Analyzed HIPAA EDI transactions in XML and X12.
* Performed Backend Testing by creating database checkpoint and ensuring it with executing SQL Queries in MS SQL Server.
* Defect tracking and defect report generation are prepared using ALM.
* Create test case in test lab Module and execute the test case against the application.
* Peer review the test case and the test plan.
* Used Agile test mythology to provide rapid feed back to the developers significantly helping them uncover important risk.

**Environment:** Agile, ALM, Web Services, Soap UI, JIRA, XML, Oracle, SQL Server, SOAP UI

**CLIENT: State of Vermont, Essex, VT**

**ROLE: QA Tester**

**DATE: Dec 2015 – Apr 2018**

**Responsibilities:**

* Extensively worked on claims processing, data management, enrollment and eligibility processing of State of Vermont’s Health Plan.
* Worked with business analysts in preparing test plan and test cases based on Business Requirement Document for the mapping developed through the ETL tool from the requirements.
* Analyzed the Business Requirements and Rules and worked with Business Analysts and Business Users in preparing Test Plans.
* Organized and conducted extensive JAD sessions with users to identify and understand requirements.
* Excellent experience in application upgrade/migration testing.
* Analyzed the Functional Specifications and implemented their technical aspect in System and Integration testing (SIT).
* Used Linux commands and utilities for monitoring and improving the performance of the servers during high system usage.
* Developed Test cases, Test scripts from the data mapping documents, functional Specification documents and mapped the test cases with the requirements for generating the Requirement Traceability Matrix (RTM).
* Worked on HIPAA Transactions and Code Sets Standards according to the test scenarios such as EDI 834 and EDI 837 transactions.
* Worked on all the stages of SDLC for this project and designed and executed Functional, Integration, Regression, System (End to End) and Backend (Database).
* Worked on the Functional Specifications and implemented their technical aspect in System and Integration testing (SIT).
* Tested SOAP and Restful Web Services using SOAP UI
* Experience in implementing Page Object Model framework and test execution reporting   
  from scratch.
* Independently designed and structured complete project framework from scratch; includes: design page classes, test classes, develop selenium and project utilities, manage input data and environments.
* Prepared Test Cases based on business requirements and business rules for HIPPA EDI Transaction 834, 276/277, 270/271, 837/835.
* Performed data validation on the flat files that were generated in UNIX environment using UNIX commands, and worked with the UNIX shell scripts.
* Validated the responses of web services by passing various requests in SOAP UI, and used HP ALM as test management tool.
* Prepared Requirement Traceability Matrix (RTM), Test Status reports and Test Sign off documents.
* Involved with project backlogs and sprint backlogs.
* Used SOAP UI tool to test SOA based architecture application to test SOAP services and RESTFUL API.
* Executed SQL statements to check if the data integrity has been maintained, to perform back-end testing and to check whether the data integrity has been maintained or not.
* Performed manual Back-End testing on the application by writing complex SQL queries.
* Performed Negative testing using Informatica to find how the workflow performs when it encounters invalid and unexpected values.
* Tested HIPAA EDI Transactions and Code Sets Standards such as 834, 837/835, 270/271, 276/277 transactions.
* Tracked and executed the User Acceptance Test Cases (UAT) with respect to the requirements to determine the feature coverage.
* Worked on Informatica Workflow Manager to run the workflows and monitored the status and logs in Workflow Monitor.
* Extensively tested Cognos reports for static/cosmetic errors like header, footers, logos, fonts etc which may appear in all pages of the reports.
* Performed Backend database testing, by executing the Group functions, complex Joins and sub queries.
* Validated the data moving from multiple sources to target using Informatica data validation option extensively written SQL to confirm the data transfer from sources to target.
* Tested the PL/SQL procedures, functions, packages according to the requirements.

**Environment:** Informatica, DVO, SharePoint, HP ALM, Web Services, Soap UI, JIRA, XML, Oracle, SQL Server, PL/SQL.

**CLIENT: M & T Bank, Buffalo, NY**

**ROLE: QA Tester**

**DATE: Aug 2013 – Nov 2015**

**Responsibilities:**

* Developed Test cases based on functional requirements, general requirements and system specifications.
* Worked with developers to gather information for a set of Development Plan templates documenting the service’s requirements, functional, and technical design Included SDLC documentation.
* Prepared test data for positive and negative test scenarios for Functional Testing as documented in the test plan.
* Prepared Test Cases and Test Plans for the mappings developed through the ETL tool from the requirements.
* Extensively used Informatica Workflow Manager to run the workflows/mappings and monitored the session logs in Informatica Workflow Monitor.
* Used ETL tool for automated ETL testing, Data Warehouse Testing and Data Migration testing, Backend Testing.
* Created test planning and participated in execution for API testing using Test harness tool.
* Verified session logs to identify the errors occurred during the ETL execution.
* Validated the web services using the Soap UI.
* Involved in testing SSIS Packages, and in Data Migration.
* Worked in Agile to create, maintain and execute test cases while participating in the validation of functional and non-functional requirements in an agile development environment.
* Creates table pairs in Informatica data validation option (DVO) and validated the data moving from source to target.
* Written several complex MySQL queries for data verification and data quality checks.
* Reviewed the test cases written based on the Change Request document and Testing has been done based on Change Requests and Defect Requests.
* Effectively coordinated with development team for closing a defect using Team Foundation Server.
* Used Team Foundation Server as a test management tool for preparing test cases and executing them.
* Perform defect Tracking and reporting with strong emphasis on root-cause analysis to determine where and why defects are being introduced in the development process.
* Have tested reconcile and incremental ETL loads for the project.
* Scheduling shell script jobs, creating instances of jobs, verifying logs according to client requirement using Autosys server.
* Written Shell scripts to handle data before executing Informatica Maps and to meet pre-requirements.
* Tested the migration of EDI transactional data into data marts for reporting processes using Oracle PL/SQL (SQL Loader utility).
* Profiled the data using Informatica data quality (IDQ).
* Performed API testing with different sub-systems.
* Validated various SSIS packages according to the functional requirements.
* Tested Cascading Prompts and Multi Level Prompts on Dashboards.
* Identified issues, performance bottlenecks, and optimized the Business Intelligence Dashboards and Reports.
* Validated different kinds of OBIEE reports like pivots, charts, tabular and ad hoc reports.
* Involved in testing the Informatica mappings, by validating whether the mapping adhere to the development standards and naming conventions; whether the mapping do what the technical design says it should do.
* Developed UNIX Shell Scripts for scheduling various data cleansing scripts and loading process.

**Environment:** Informatica Power Center, Informatica Data Validation Option (DVO), OBIEE UNIX, Cognos, Soap UI, SOA, Web Services, TFS, Oracle , Autosys, SQL Server , Agile/Scrum, TOAD

**CLIENT: HUMANA Inc. Louisville, KY**

**ROLE: QA Tester**

**DATE: April 2012 – July 2013**

**Responsibilities:**

* Analyzed system requirements and developed detailed Test Plan.
* Performed Manual Testing for the EDI transactions.
* Followed Agile (Scrum) project management procedures.
* Experience in EDI automated first-pass claim adjudication, requiring thorough understanding of claim processing, both front and backend operations.
* Performing Functional and GUI testing on Facets Billing, Customer service and Subscriber application under equivalence Mappings (GEM).
* Developed HIPAA EDI Transmissions. Work includes complete business cycle management and hands-on production as well. Create EDI Testing process, documentation, and performance matrices.
* Used UNIX shell scripts for monitoring the servers during testing sessions.
* Ran the scripts on multiple environments (QA, UAT and Production) to ensure that requirements were still met.
* Tested HIPAA EDI Transactions and Code Sets Standards such as 837/835, 834,270/271, 276/277 transactions.
* Written complex SQL queries for data validation.
* Using Informatica Designer, developed mappings, which populated the data into the target.
* Wrote Test scenarios and test cases for testing the 5010 and the processing of member enrollment and benefits, (834) batch jobs corresponding to the claims (837).
* Worked extensively in creating Business Processes using Business Process Modeling Language (BPML), mapping various file formats for Spec 2000, X12, XML, TRADCOM, etc. Used Edifecs for creating EDI Specs.
* Created XML configurations to accurately parse EDI and Excel data files into the Info Now Oracle database
* Skilled knowledge of understanding and validating the X12 EDI format files 834 benefits and enrollment.
* Involved in full HIPAA compliance lifecycle from GAP analysis, mapping, implementation of EDI X12 transactions code sets version 4010 to 5010 and translation of ICD-9 codes into ICD-10 codes.
* Performed Back-End Testing to check database integrity by writing SQL queries.
* Used HP ALM/Quality center as a Bug Reporting Tool.
* Used SQL Plus to execute SQL queries on the Oracle Database for Backend Testing.
* Created Traceability Matrix to ensure implementation of all functionalities, identify all test conditions and test data needs.
* Used ALM to record documenting information useful in debugging process, evaluating test data.
* Developed and deployed test Load scripts to do end to end performance testing.
* Prepared and maintained the Test Matrix, Requirements Traceability Matrix.
* Participated in release meetings and also participate in Retrospective session.
* Assisted JAD sessions to identify the business flows and determine whether any current or proposed systems are impacted by the EDI X12 Transaction, Code set and Identifier aspects of HIPAA.
* Checked the data flow through the frontend to backend and used SQL Queries to extract the data from the database.
* Involved in the full HIPAA compliance lifecycle from GAP analysis, mapping, implementation, and testing for processing of Medicaid Claims.
* Worked on EDI transactions: 270, 271, 834, 835, and 837 (P.I.D) to identify key data set elements for designated record set. Interacted with Claims, Payments and Enrollment hence analyzing and documenting related business processes.
* Conducted interviews and workshops for soliciting customer requirements.

**Environment:** HP QC ALM, JIRA, MS-Visio, Oracle, SQL, XML, MMIS, CMS, SharePoint, MS Office Suite.

**Education:**

* Bachelor in Human and Social from Tribhuvan University