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| **OBJECTIVE:** |

Seeking a QA Analyst position that enable me to contribute to the organization by designing and improving the quality of applications and systems while utilizing my strong academic, analytical skills in both client/server and Web environments in the Healthcare domain.

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| **SUMMARY:** |

* Six years of IT experience in developing Test Plan, Test Scenarios, Test Cases, Test Scripts and Test Coverage Matrices for several Client/Server and Web applications.
* Extensively involved in all the phases of Software Development Life Cycle (SDLC).
* Experience in developing Business Requirement Document, Functional Requirement Document,
* Interacted with healthcare clients to gather requirements, objectives.
* Reviewed business process, URS, and functional requirements.
* Developed Flowchart and process diagram using Microsoft Visio.
* Analyzed data architecture, documented and delivered data mapping, performed risk analysis.
* Analyzed corporate healthcare business processes to develop customized solutions.
* Experienced in planning and performing various types of testing like Black Box, Integration, Regression, Functional, Front-end, Back-end, UAT, etc.
* Experience in writing Test Cases for Functional Testing and Regression Testing for Facets 5.0.1.
* Experienced in executing and validating facets batch process and their runbooks to load

adjudicate claims correctly.

* Performed Back-end testing using extensive SQL queries to validate data in databases and Facets 5.0.1.
* In depth knowledge and experience in creating Test Cases and Testing for different EDI transactions like 837I and 835.
* Wrote Test Cases and assisted in writing Test Cases for HIPAA5010 transactions.
* Designed and developed Test Cases for manual testing using Quality Center.
* Managed Defect Tracking process and documented test results, which included prioritizing bugs, assigning bugs, verifying bug-fixes, and using Mercury Quality Center software for Web Tracking.
* Used Test Quality Center as the central repository to track and maintain different test cases.
* Maintained Requirement Traceability Matrices to measure testing process and requirement progress.
* Strategic planner with good analytical, logical, and technical aptitude.
* Quick learner who is self-motivated and determined to learn new technologies.

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| **TECHNICAL SKILLS:** |

Testing Tools: Quality Center, Clear Quest, Test Manager

Web Technologies: HTML, XML, JavaScript, SP, .Net

Languages: Java, C++

Tools: Microsoft Office,

RDBMS: SQL-Server, DB2, MS-Access.

Operating System: Windows XP/2007/2008/Unix

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| **PROFESSIONAL EXPERIENCE:** |

**Aetna Health-Care Insurance, Bluebell, PA**  **Mar. ‘16 – Present**

**QA Analyst**

Aetna Health Insurance Services Inc. is the leading online source of health insurance for individuals, families and small businesses. It provided complex health insurance information in an objective, user-friendly format, enabling the research, analysis, comparison and purchase of health insurance products that best meet consumers' needs. The project involved the up gradation of the existing health insurance system whereby web-based application and a direct portal was setup to register Insurance Policies for prospective clients.

**Responsibilities:**

* Gathered Business Requirements, interacted with the Users, Developers and SMEs to get a better understanding of the business processes, and analyzed and optimized the process.
* Worked at different stages of Software Development Life Cycle (SDLC) with business users, developers, and stakeholders.

• Gathered requirements from the clients and developed crosswalks for 835, 837 P/I claims

* Created Crosswalk mapping, Table mapping and File mapping documents.
* Understood the Business Logic, user Requirements and test-objectives to develop Test plans, Test cases, Use Case Scenarios.
* Designed test cases based on the crosswalks and compliance guidelines for 835, 837 Professional and Institutional.
* Responsible for ensuring data integrity and coordinating effort with testing and implementation responsible for the development and execution of test plans.
* Identified all necessary Business and System Use Cases from requirements.
* Assisted in developing test scenarios, test scripts and test data to support unit and system integration testing.
* Involved in comprehensive testing of the system to check it satisfies functional specifications.
* Created and executed End to End Test Cases according to the Claim Process Flow.
* Involved in walkthrough meetings with QA team, Business Analyst, and Project Manager,

**Environment:** MS Office, Windows 2007, SharePoint, Quality Center, SQL Server 2008, Facets 5.0.1.

**Health Republic, NY June ‘14 – Dec. ‘15**

**QA Analyst**

**Integrated Claims Management (ICM)** System is a Software Application and Rules Engine that provides **Health Republic** with a comprehensive library of clinical coding edits and methods for applying those edits, ensuring that professional claims are coded correctly and subsequently paid accurately. The system allows health plans to ensure that professional claims are paid in accordance with **Health Republic’s** own customized medical policies. Involved in testing for **Facets** upgrade project as well.

**Responsibilities:**

* Analyzed the Business Requirement, Functional Requirementand Functional Design Document.
* Worked with the BSA (Business System Analyst) and the SME(Subject Matter Expert) to identify the entire process.
* Involved in creating Crosswalk mapping, Table mapping and File mapping documents.
* Planned, designed, and developed manual Test Cases to meet the BRD and FRD in Quality Center.
* Created Test Cases and Test Data according to the mapping documents.
* Documented Test Cases and Test Steps using Quality Center, and mapped them according to the requirements.
* Created and executed End to End Test Cases according to the Claim Process Flow.
* Experienced in writing Test Cases for Functional Testing and Regression Testing for Facets 5.0.1.
* Used SQL queries to validate data in database and Facets 5.0.1.

#### Experienced in creating and executing Test Cases for different EDI transactions like 837I and 835, and used the Claims Payment Process to verify that the system was fully capable of automatically detecting overpayments, potential provider fee unbundling, upcoding and abnormal billing.

* Performed Back-end validation using SQL queries.
* Identified and logged defects in Quality Center with detailed information, screenshots, related documents, and traced them through the whole Bug Lifecycle.
* Involved in **walkthrough meetings** with QA team, Business Analyst, and Project Manager,

**Environment:** MS Office, Windows 2007, SharePoint, Quality Center, SQL Server 2008, Facets 5.0.1.

**Amisys Synertech Inc., Rockville, MD**  **June ‘13 – May. ‘14**

**QA Analyst**

Improve source system data-mappings and interpretation to better explain 835 payments and adjustments. Show improvements in 835 balancing-line and claim level. Improve COB data in 835s.Improve remark code translation and derivation. Improved adjustment matching by implementing claim level check against more robust DB claim repository, Perform end to end workflow claim level logging to identify claim data quality for better reporting.

**Responsibilities:**

* Analyzed URS & Functional Requirements Specifications to understand business rules of application.
* Developed test scenarios and test cases based on the test plan and FRS.
* Performed functionality testing, usability testing, and navigation testing.
* Installed applications, Subsequent Builds in the Test Environment.

Responsible for writing Functional Requirement Specifications (FRS) and User Requirement Specification (URS).

Defined Functional Test Cases, documented, Executed test script in Facets system.

Tested HIPAA EDI transactions such as 835, 837 (P, D, I), 270/271.

Involved in applications analysis and testing which involves claims processing.

Coordinating and Developing QA activities.

Wrote Test Cases and performed User Acceptance Testing (UAT), documented the in detail defects using the Defect Tracking report.

Wrote SQL statement and tested stored procedures in SQL Server for extracting data.

* Used Rational Clear Quest for logging defect and defect tracking.

Maintained proper communication with the developers ensuring that the modifications and requirements were addressed and also monitored these revisions.

Involved in compatibility testing with other software programs, hardware, Operating systems and network environments.

**Environment***:* SQL Server, Account Implementation Database, Excel, , Rational Clear Quest, Research Station, MS Windows, Word

**United Healthcare, Hartford, CT Apr ‘12 – June ‘13**

**QA Analyst**

Worked as QA Analyst on eBill (Web, Mainframe) based application. This application provides capability to corporate customers to manage billing, accounts receivables and eligibility services. EBill is an application that sets forth the terms and conditions for writing Health Care policies for corporate employees and their dependents.

**Responsibilities:**

* Understanding Business Requirement Documents, Functional Specification documents and design specifications.
* Planned, designed and developed manual test script to meet the business requirements of the different modules in Rational Test Manager.
* Documented test plan, test cases, test steps using Rational Test Manager, mapped them to requirement and Use Case models for traceability.
* Tested the entire functionality of the application on different browsers like Internet Explorer (IE), Netscape Navigator and Firefox and on different operating systems.
* Log defects with detail information, screenshot and related documents and trace them through the whole Bug Lifecycle.
* Worked with Developers to identify the modules and code sections to be fixed by executing the related scenarios with different combinations of data.
* Collected test metrics weekly from the Rational Clear Quest database that reflected the current status of the test execution and the state of the defects.
* Involved in walkthroughs with QA team, Business Analyst, Project manager,
* Performed Backend testing, created SQL queries to retrieve data from database to verify the expected results of Test cases using Toad.

**Environment:** MSOffice, Windows XP, SQL Server, Rational ClearQuest.

**Status:** US Citizen

**Education:** Masters, National University of Bangladesh