# SUMMARY

* Over Six years of experience in Software Quality Analysis & testing in Healthcare & Financial domain.
* Experience in Software development life cycle (SDLC) & STLC and its methodologies like: Waterfall, Agile/Scrum and TDD and its application in business enterprises work frame.
* Expertise in testing client Server and Web based applications
* Expertise in analyzing system and functional specifications used cases, Business Requirements and business rules to prepare Test Plans and design Test Cases.
* Experience in Manual & Automated Testing using tools: HP ALM/Quality Center, QTP etc.
* Experience in **Salesforce Application CRM software**.
* Extensive knowledge of different kinds of testing like Back-End Testing, Positive/Negative Testing, Black box Testing, Configuration Testing, Data Driven Testing, User Acceptance Testing (UAT), Unit Testing, Integration Testing, System Testing and Regression Testing.
* Used Quality Center to plan tests, manage test assets, create and run manual and external scripts to check GUI and functional features of the AUT
* Investigate complicated performance and stability issues involving a large, sophisticated, and evolving code base; also equipped with ability to perform load and performance testing services.
* Creative and Aggressive person capable of forming and maintaining positive and productive team environments with integrative thinking skills.
* Excellent communication, interpersonal & analytical skills.

**TECHNICAL SKILLS**

Methodologies: Waterfall, Agile/ Scrum,

Testing Tools: HP ALM/ Quality Center, QTP, SOAP UI, Salesforce.com

Defect Tracking Tools: ALM/Quality Center, RALLY, JIRA

ETL Tools: Informatica

Operating Systems: UNIX, Windows,

RDBMS: SQL Server, Oracle, DB2,

Business Tools: MS Office Suites, MS SharePoint,

**PROFESSIONAL EXPERIENCE**

**Mission Point Health Partners, Nashville, TN Feb 15 – Present**

**Salesforce QA Analyst**

Within the Affordable Care Act (ACA) was a provision to create Accountable Care Organizations (ACOs), a new structure that tried to align the three main groups within the health care system: physicians, hospitals, and insurers. As one of the first dedicated ACOs, MissionPoint Health Partners coordinates services like chronic disease management, health coaching, health navigation, home visits and preventative health services to provide affordable and accessible care. MissionPoint manages their entire provider network with **Salesforce** to connect hospitals, payers, and physicians in real time, no matter where they are. My responsibilities were to test the different phase of applications and provide supports to systems integrators, development teams and functional resources with the implementation, management and support of CRM projects.

**Responsibilities:**

* Participated in setting up testing environment.
* Involved in preparing Test Plan and Test Cases based on business requirements.
* Manually test each and every module of the application and verify against expected results.
* Reviewed and updated Test Plan and Test Scenarios, standard objects of SalesForce.com (SFDC).
* Performed Sanity and Smoke Testing of the application manually after each build.
* Performed Functional, GUI, Security, Positive and Negative Testing.
* Performed rigorous manual testing before a release.
* Involved in testing and data mapping and migration of data from legacy systems to SalesForce.com Objects and fields.
* Manually performed Back-End Testing of the application for SQL-Server database.  
  Performed Back End Testing by extensively using SQL queries to verify the integrity of the database.
* Involved in creating and executing SQL queries, using aggregate functions, Group By /Having clause, where clause, Inner/Outer Joins etc.
* Participated as a team member in the Agile development process, working closely with the other team members to complete the set sprint assignments and meet production goals
* Tested and test scripts for design and deployment the Custom objects, Custom tabs, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
* Tested for integration with **Salesforce CRM** tools like Veracint, Data Manager, CAMP, ADAPT into Salesforce platform.
* Customized page layouts for opportunity, contacts and accounts depending upon user roles, and groups. Worked with integration with other CRM as such Data Manager. and CAMP into Salesforce.com platform.
* Worked with Data Loader for insert, update and bulk import or export of data from Salesforce.com objects. Used to read, extract, and load data from comma separated values (CSV).
* Attended scrum meetings as per Agile methodology
* Created Test Cases and Tested **Salesforce** application fields, page layouts, record types, searching, list views, queues, reports, and dashboards.
* Performed manual testing of the functional items by checking all applicable transactions. Developed Test cases and performed Integration and System Testing.
* Performed system testing in Agile or test driven methodology environment.
* Identified, analyzed, and documented defects, errors, and inconsistencies in the application using HP ALM / Quality Center.
* Modified previously existing Test Cases that were driven by the manual testing effort so that they are more appropriate for future automation testing.
* Used SharePoint for documentation.
* Conducted result analysis and interacted with developers to resolve bugs.
* Log and track the defects to closure in HP ALM/Quality Center.
* Report the bugs by using Microsoft Excel Sheet.
* Participated in the project meetings.
* Attended to daily reviews, walkthroughs and meetings for Verification and Validation of the project.
* Worked with the developers and technical content writers to update the test documents.
* Followed up with developers on defects status on a daily basis.

Environment: Windows, SQL Server, HP ALM/ Quality Center, Java, J2EE, Rapid SQL, SOAP UI, Salesforce.com CRM, MS SharePoint, MS Office Suites,

**Cetera Financial Group, St. Cloud, MN June 11 – Feb 13**

**QA Analyst**

Cetera Financial Group formerly known as PrimeVest is one of the nation’s largest privately-held, independent broker-dealer and investment adviser families by delivering comprehensive financial solutions to investing clients by building strong relationships with banks and credit unions through unparalleled service. The project – BPS Conversion Project involves conversion of Cetera Financial Group’s existing SIS clearing platform to Broadridge’s BPS clearing platform encompassing all upstream and downstream interfaces and processes thus, include changes to **Salesforce** and Smartworks, Vendor Integration and all the other downstream systems that utilize brokerage data. The PrimeVest components include – Account Opening, Money Settlements, Commissions, PV Internal Reports & Data, Customer Mailing, Aspire Integration, Profile Manager, Smartworks data and **Salesforce**.

This position also consists of managing all QA and UAT test efforts for integrating the Envestnet Platform to support their Billing and Reporting needs in a parallel processing approach replacing the legacy systems. The requirements, test cases, and defects are all held in **QA Complete**, as well as the reports for QA metrics. As a QA Lead, I am responsible for managing the Test and Verification of **Cetera's Data Conversion** with the use of pricing & rate application tools such as **P+L calculator, etrading** from their current back-office brokerage system (SIS) to a third party vendor (Broadridge) Brokerage Processing System (BPS). I am subsequently responsible for the Validation of Business Process Functionality on the Broadridge BPS platform once data conversion is verified; ensuring Cetera can successfully execute their business processes. Also responsible for managing the IBPT - Integrated Business Process Testing with other Leads which is a precursor to the go live event.

**Responsibilities**:

* Developed and published Test plans in SharePoint for **Salesforce**, Batch Process, PVIR and Historical Reporting.
* Convert Business requirements, Design documentation and Use Cases into Test Cases.
* Execute test cases for Functional, Regression, Negative, Positive, Front-end and Back-end testing, Web testing and Batch performance testing using QA complete.
* Participated in conducting System testing and End to End testing Manually.
* Use QA complete to store Requirements, Test Cases and track Defects.
* Organized test plan and test case reviews with Business Analysts, Developers, Project Managers, and SMEs.
* Oversee all test deliverables – test data, set up/enrollment of users – REP and BO users, Test accounts.
* Also, oversee enrollment/set up of users – Developers, Business analysts and Business SMEs in QA complete.
* Actively attend and participate in daily sprint and scrum meetings.
* Worked extensively with pricing and rate tools – P+L calculator
* Coordinate with the QA team and assign tasks in Norima Project Portal.
* Developed and executed test cases test Scenarios and followed-up defects using **ALM/Quality Center**
* Organized a review meet and sign off with the Business SMEs for **Salesforce** testing.
* Validated the Business Development & Call Centre changes as a result of the BPS conversion for **Salesforce** – New REP number, Main AE codes and Office codes.
* Performed negative and positive testing manually.
* Worked with the 3rd party vendors – Envestnet with rate
* Involved in brainstorming sessions with the SME's from underwriting, finance, customer service, and fulfillment departments so as to identify the changes required in back-end application processing system
* Worked with the **Salesforce** Business team and Call center to understand the Business function.
* Conducted System Testing, Regression testing and Cross Browser compatibility testing during the releases and interacted with the developers to resolve any technical issues
* Provided test team status reports on weekly basis to the project manager.
* Worked with developers to resolve Issues and Production Incidents using **ALM/Quality Center**
* Participated in conducting System testing and End to End testing manually.
* Trained Rep on Demand/Resource Centre and Business users – on QA Complete – to record and execute test scripts, track and report defects and review requirements.
* Interfacing with developers to resolve the technical issues.
* Compiled and organized Management Reports for the QA team.
* Involved in reviewing complex **SQL** queries, views, functions and stored procedures and spotting issues before/during code migration.
* Use **SQL** queries to validate data between backend and frontend.
* Verified and validated core data conversion and mapping of SIS office numbers, AE codes, Balances & Positions and Account numbers against Broadridge’s Mainframe environments – 313Q/313T & 316T.
* Interfaced with development team to point out bugs and retest fixed bugs.
* Tracking and logging defects in **ALM/Quality Center** and verify the fixes
* Reporting testing status to QA team and raising issues and concerns that may impact schedule
* Fine tuning specific processes to meet the needs of individual projects while adhering to Enterprise quality objectives

Environment: QTP, Windows, ALM/Quality Center, SQL, UNIX, Salesforce, AGILE, MS-Office, QTP, MS SQL Server, etc.

**Cigna Healthcare, Raleigh, NC Mar 13 – Jan 15**

**QA Analyst**

Cigna Healthcare is a global health services organization. Its insurance subsidiaries are major providers of medical, dental, disability, life and accident insurance and related products and services.

Responsibilities:

* Responsible for testing the Navigation Flow, Functionality Testing, System Testing and User Acceptance Testing.
* Prepare Test Data, Test scenarios, Test Scripts and executed Test Cases from ALM/Quality Center.
* Performed Back-end testing on the application by writing complex SQL queries.
* Involved in reviewing complex SQL queries, views, functions and stored procedures and spotting issues before/during code migration.
* Worked with providers and Medicare or Medicaid entities to validate EDI transaction sets or Internet web portals.
* Involved in coordinating with SMEs to discuss different scenarios at the time of scripting Test Cases.
* Have good exposure to modern Agile Methodologies such as SCRUM and TDD.
* Participating/Facilitating Defect Triage meetings with developers and SMEs.
* Creating several Test Cases and Test Conditions for testing various Claims, Enrollment, Billing and Provider reports.
* Worked on EDI X12 transaction set 837 I/P/D, 276/277 feeds to allow for change in the claim number.
* Involved in End to End testing of FACETS Billing, Claim Processing and Subscriber/Member module.
* Conducting Validations for different FACETS modules like Providers, Claims and Enrollment.
* Analyzing and making specific recommendations on improvements that can be integrated into business processes.
* Participating in reviews throughout the development lifecycle.
* Facilitating User Acceptance Testing by providing the necessary support to the business users.
* Extensively performing manual testing and defect reporting using HP Quality Center/ALM.
* Performing manual testing, considering the base line of developed test plan and test cases considering both positive and negative scenarios.
* Test scenario identification and alignment of service oriented architecture implemented within the organization.
* Creating different pricing rules and verified whether the adjudication system is using the rules while adjudicating the Claims.
* Tested the ability to accept and send 834 electronic transactions and validate completed transactions.
* Tested the ability to store Identification number received from the Exchange and create a unique identifier for members received through the Exchange.
* Responsible for testing of different Benefit terms and contract terms, according to Configuration library.
* Development of SQL queries as per the request of the business team in SQL server.
* Extensively involved in managing defects using Quality Center and interacted with the DEV team in resolving critical and high defects.
* Extensively involved in UAT support for their execution and Defect Triage.

Environment: ALM/Quality Center, QTP, Trizetto FACETS, Trizetto MDE, Tidal, SQL Server, SQL Server Reporting Tool, TOAD, MS-Office, MS SharePoint.

**Med Point, Woodland Hills, CA Nov 09 – May 11**

**QA Analyst**

Project was about developing a secured web portal to enable the authorized clients to have quick access to patient's electronic health records. The project also involved implementation of Claims processing module, which involved Receipt and Verification of Claim Forms (837) and Claims Attachments (275), Claims Enquiry and Response (276/277), Adjudication, Healthcare Claim Payment/Advice (835) as per HIPAA guidelines.

Responsibilities:

* Written Test Scripts based on the Business requirements and executed Functional testing and data validation with defect correction and retesting, followed by regression and performance testing.
* Work closely with the SCRUM team to create test scripts and test cases to ensure coverage of all areas of the product/feature(s)
* Developed Test Plans, Test Cases to test the Screens and workflows for Quality Assurance.
* Involved in automating the test scripts using Testing Anywhere tool
* Work in Agile, scrum, and sprint environment in order to change the requirements and features set.
* Prepared the Business Requirement documents (BRD), Functional requirement documents (FRD), Use case narrative for transaction sets 837, Inbound-Professional, institutional, dental claims, 835 Outbound transactions, 270/271Eligibility Request and Response, 277CA (Health Care Claim Acknowledgement) as per the requirements.
* Supported the client with project planning, defining the project scope, analyzing requirements, prioritizing, design, testing, system documentation and user training documentation through the entire Software Development Life Cycle (SDLC)
* Prepared project plan based on requirements given by Health Business group.
* Worked with HIPAA compliant EDI ANSI X12 837 transactions mapping for both professional claims and institutional claims.
* Developed test cases, creating test scripts, analyzing bugs, and assisted with Quality assurance and development teams in defect management and User Acceptance Testing (UAT)
* Assisted with Testing and Certification of EDI transactions as per HIPAA guidelines to help ensure transactions are compliant with standards, and requirements.

Environment: MS Visio, Quality Center, MS SQL Server, MS Office (Word, Excel, PowerPoint)

**EDUCATION:**

Bachelors in Computer Science