**Collin Joy**

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**PROFESSIONAL SUMMARY:**

* 5 years of experience in Quality Assurance and Software Testing in healthcare industry.
* Extensive knowledge of all aspects of the Software Development Life Cycle and Defect life cycle.
* Experience in requirement analysis, creating traceability matrix, test planning, creating test data and implementation of test suite (test plan, test scripts and test cases).
* Extensive experience in testing Client/Server and Web-based Applications and Service based Architecture.
* Strong Knowledge of waterfall model, V-Model and Agile methodology of SDLC.
* Expertise in logging and tracking Defects using Defect Tracking Tools like HP Quality Center, HP ALM, Bugzilla& JIRA.
* Good knowledge on different modules within healthcare (Membership, billing, enrollment, Claims, capitation, providers).
* Experienced working with 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 Medicare, Medicaid, & commercial insurances in 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).
* Proficiency in EDI 4010 to EDI 5010. And involved in conversion and mapping HIPAA ICD9 to ICD10.
* Worked on QC and HP ALM (Application Lifecycle Management) and QTP (Quick Test Professional) and provided training for the same to the end users.
* Extensive knowledge in testing Enterprise Data Warehouse (EDW) and Reports developed by reporting tools.
* Understanding of HIPAA Standards and Compliance issues, HIPAA Privacy policy, opt in/opt out policy.
* Expertise in testing of Enterprise Data Warehouse and Healthcare applications
* Experienced in DW projects ETL testing against DW testing with Informatics and data stage tools.
* Expertise in executing, monitoring and validating ETL processes developed in Data stage and Informatics.
* Maintained Requirement Traceability Matrix and Test summery report.
* Analyzed test results to ensure existing functionality and recommend corrective action where necessary.
* Participated in UAT and wrote Test Cases for UAT.
* Good experience with Sanity Testing, Smoke Testing, White Box testing, Black Box Testing, GUI Testing, Functionality Testing, Positive and Negative Testing, Security Testing, Integration Testing, System Testing, Load Testing, User Acceptance Testing (UAT) and Regression Testing of Web Based Applications and Client-Server Applications.
* Good command over SQL and Enterprise Data warehouse concepts.
* Good working knowledge of major Operating Systems such as Windows and UNIX.
* Experienced in ETL (SSIS) and data validation processes and proficient in reporting services such as SSRS as well as SSAS.
* Ability to multi-task, prioritize and work with time constraints while paying attention to details.
* 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.
* Good problem-solving, judgment, and decision-making skill.

**TECHNICALSKILLS:**

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| --- | --- |
| **Testing Tools** | HP QTP/UFT, Soap UI and Rational Team Test, |
| **Bug Reporting** | HP QC/ALM, Rational Clear Quest, JIRA |
| **Databases** | MS-Access, Oracle, MS SQL Server, SQL DBX |
| **Operating System** | Windows (7, XP, 2000, 98), Unix |
| **MS Office Tool** | Word, Excel, PowerPoint. |

**PRPROFESIONAL EXPERIENCE:**

**Fidelis Care, Buffalo, NY Feb 2016 – July 2016**

**QA Engineer**

Fidelis Care offers health insurance, including Medicaid Managed Care, Medicare Advantage, Child Health Plus, and products available through NY State.As part of IT’s ongoing commitment to provide the Fidelis Care Community with the most efficient operations tools, a database upgrade was successfully released.

As a Sr. QA Analyst, I was focused on applications which were integrated with FACETS and generating the out logs. I was partially involved with the management team and PM to keep them updated with project status to accomplish go live date.

**Responsibilities:**

* Interacted with Developers, B.A.s, team leads and PM to finalize the compliances which need to be in place.
* Analyzed and defined testable requirements and created test cases.
* Developed Test Plans, Test Cases for the test.
* Wrote Test Cases in Excel based on Technical Specifications, Functional Specifications and Business rules for online application system.
* Participated in weekly meetings to keep up to date with issues and business changing elements.
* Involved in mentoring specific projects in application of the new SDLC based on the Agile, especially from the project management, requirements and architecture perspectives.
* Utilized ALM to Track, Report, and Manage defects and bugs throughout the test cycle and attended Defect Status Meetings during testing cycle.
* Reviewed Business & Technical project documentations & design specification to solicit testable requirements
* Worked on HP ALM to log defects and to generate bug reports.
* Conducted fact finding meetings to understand the client’s requirements.
* Worked on store procedure validated them and executed them to test functionalities of the applications.
* Performed functionality testing on various GUI applications.
* Tested various applications for claiming processes and claim validating applications.
* Worked with operation team and PM to improve the stats and manage the project progress.
* Generated reports and graphs to track the activities and to chase the go-live date.
* Worked with FACETS edits and EDI HIPAA Claims (837/835/834) processing.
* Written multiple Test Cases (System, Integration) for multiple transactions include 837I, 837P, 835, (both inbound and outbound) transactions.
* Skilled knowledge of understanding and validating the X12 EDI format files 834 benefits and enrollment.
* Tested Regression EDI 834, 820 Transactions following the HIPPA compliance EDI Standard of X12.
* Analysis of inbound and outbound interfaces and extensions to Trizetto FACETS Claims Processing system.
* Tested EDI transaction 834 enrollment file into Facets.
* Involved in end-to-end testing of FACETS Enrollment Processing and Subscriber/Member module.
* Tested the applications which are integrated with Sybase database and FACETS.
* Worked with the client QA team and manager to track the QA activities.
* Designed and developed user defined functions of QTP with well-versed VB scripting.
* Actively involved in documentation of UAT (User Acceptance Test), Functional Test, Integration Test Scenarios and Bug Log.
* Generated various reports by using HP ALM to discuss on QA activities with QA manager.
* Performed testing on VB, VB.NET applications.
* Analyzed User and Functional requirements to point out gaps between used SQL queries to extract the data from the database.
* Extensively involved in mapping data from various sources and formats (flat files, XML files and web services) to the target database.
* Prepared Traceability Matrix to maintain project stats.
* Involved with operational team to track the progress of Batch processes.
* Tested web services and applications integrated with Sybase DB.
* Performed testing on Enrollment claim validating applications.
* Executed functional testing of EDI transactions integrated with Sybase and FACETS DB.
* Developed SQL queries, functions, stored procedures and triggers to perform the backend testing of the data
* Directly involved in download data from production environment to different test environment, defined in Oracle Database.
* Involved in SCRUM meetings, internal team meetings & functionality walk-thru meetings with DEV. SMEs.
* Enhanced the Test Scripts by adding Check Points in QTP / UFT.
* Reviewed existing QTP Test Scripts, and modified as required for new changes.
* Worked on HP ALM to build and execute test cases.
* Created new UAT scripts based on requirements.
* Uncovered issues related to the data population in the backend database queried using SQL.
* Involved in using QTP for VB scripting, by using object repository, expert view, Object spy and other main functionalities.
* Developed queries, functions, stored procedures and triggers to perform the backend testing of the data.
* Created test cases by analyzing store procedures.
* Performed Web Services testing and Validated XML request/response data using SOAP UI.
* Led and managed the User Acceptance Testing (UAT) for the implementation of Facets Extended Enterprise administrative system with emphasis on ensuring that the HIPAA regulations are met across all the modules.
* Executed store procedures in SQL DBX to validate the functionality.
* Worked in creating UNIX scripts for file transfer and file manipulation.
* Involved in performing functional, application, integration, system, and regression Testing.

**Humana Inc. Louisville, KY Feb 2014 – Dec 2015QA Analyst**

1. Humana Inc. founded in 1961 in Louisville, Kentucky, is a Fortune 100 company that markets and administers health insurance. I worked in a project involving Electronic Enrollment and Claims (EDI) handling and Transaction Processing of Claimants' records. Enhanced applications to include duplicate claim numbers in various systems. The product was also integrated with Trizetto's Facets application for Claims processing.

**Responsibilities:**

* Analyzed and defined testable requirements created and implemented test plans.
* Developed Test Cases/Conditions for manual and Automation testing of the above Applications and Reports.
* Gathered requirements from the users and analyzed the requirements.
* Involved in performing functional, application, integration, system, and regression Testing.
* Involved in testing Web services and XML using SOAP UI. Verified the response received by updating the request XML.
* Recommend on implementation of HIPAA 5010 (EDI X12 837,834, 820, 278,270,999) in the new System.
* Prepared and executed different SQL Queries against the Oracle and Sybase Database.
* Verified and Validated the Rates Calculations and Rate Renewal Calculations for different Products and benefits by Preparing and executing different SQL Scripts.
* Validated SSRS reports and ETL testing with use of complex SQL queries and UNIX scripting.
* Performed data validation of reports created by SSRS.
* Validate EDI Claim Process according to HIPAA compliance.
* Worked on HIPAA Transactions and Code Sets Standards according to the test scenarios such as 270/271, 276/277,837/835 transactions.
* Performing a wide range of QA duties in an Agile (Scrum) development environment.
* Entered Claims and Customer Service Tasks into the FACETS.
* Worked on different EDI transactions like 837 for submitting claims, 835 for payments, 834 for benefit enrollment, and 820 for premium payments to insurance products, 270/271 for Eligibility inquiry, and 276/277 for claims status.
* Set claim processing data for different Facets Module.
* System Integration testing for Facets core modules with external systems.
* Data mocking for different Claim file formats.
* Conducted HIPAA Gateway Testing.
* Tested the claims processing and Adjudication (EDI 837I, 837P, 837D& EDI 835).
* Tested Subscribers/Providers and claims in Facets.
* Tested the Membership and claims files (XML) in Facets.
* Skilled knowledge of understanding and validating the X12 EDI format files 834 benefits and enrollment.
* Responsible for creating the test plan and designing test cases for the EDI 834 members’ enrollment file loading Created reports that included a general overview, open bugs, new bugs and enhancement requests. Entered new bugs and maintained the current status of those bugs.
* Responsible to work on Medicaid Management Information System which includes two divisions: HIPAA compliance and Maintenance units division and Claim processing division.
* Maintained Test Matrix and Requirements Traceability Matrix. Performed Gap Analysis on the same.
* Involved in building XML modules that API testing test cases uses as input.
* Tested Regression EDI834, 820 Transactions following the HIPPA compliance EDI Standard of X12.
* Used TOAD Software for Querying ORACLE. And Used Teradata SQL Assistant for Querying Teradata.
* Created Test Plans, SQL scripts for verifying the ETL process as part of the Enterprise Data Warehouse (EDW).
* Analyzed and logged defects in ALM and interacted with the developers to resolve technical issues.
* Reported and tracked defects using HP ALM.
* Generated reports using document generator of HP ALM.
* Used Descriptive programming in scripting dynamic objects and reusable actions in defining scenario flows in Quick Test Professional (QTP).
* Worked on Agile and SCRUM environment.
* Played key role in defining test automation procedure and standards, creating QuickTestProfessional scripts for all the modules, which reduced the regression cycle drastically and improved the testing efforts for daily builds.
* Developed automated scripts using QTP/UFT to perform functional and regression testing.
* Did the Backend Testing by running the SQL Queries in DB2 Database.
* Created and uploaded Requirements and Test Cases on HP ALM.
* Extensively involved in analyzing, designing and implementing Automation Frameworks (Hybrid, Keyword, Data driven in QTP using VBScript.
* Worked on Data mapping, logical data modeling and used SQL queries to filter data within the Oracle database tables.
* Involved in System Integration Testing (SIT) and User Acceptance Testing (UAT).
* Worked on creating templates for UAT test execution.
* Analyzed inbound X12 HIPAA files and execute Trading partner testing and integration.
* Performed System testing, Integration testing and Usability testing in Quick Test Pro by inserting various check points necessary for HIPAA and Medicaid standards.
* Followed and Implemented the SDLC to improve the Testing Process and Efforts.
* Performed functional integration testing, negative testing, smoke testing, system testing, and regression testing to validate correct data flow into the enterprise data warehouse.
* Executing Performance test procedures to check to time span.
* Coordinated with the Business users, BA’s and Testers in order to perform UAT Testing.
* Involved in Weekly Testing Status meetings with Testing Team and Weekly Rate Quote Task force meeting with Business Users and Developers.

**Highmark, Pittsburgh PA Jan 2013 – Jan2014**

**Quality Analyst**

Highmark is one of the largest health Insurance Company in Unites States. This is a web-based application mainly used by the Administrative Department of Highmark. The application is developed to assign health care programs to employers, add new employers, view employee dependents and all other related information.

**Responsibilities:**

* Discussed enhancements and modifications with the Project Team.
* Developed, maintained and executed Test scripts and Test scenarios on assigned products to assure product quality from a functional and qualitative perspective.
* Tested web services by generating XML SOAP requests and validated the corresponding XML SOAP responses.
* Validated 835, 837, 276, 277, Institutional and Professional HIPAA Transaction and X12 format messages.
* 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.
* Enrolled members through online screens and 834 Transactions to Facets.
* Performed Database testing using DB2 Connect and Extra tools for verification of data tables in database.
* Performed Table, GUI, Database, and XML Check Points in Quick Test Professional scripts to check the validity of the data.
* Worked on FACETS subsystem such as billing and enrollment.
* Involved in claims submission and payment (remittance) retrievals by using ASCX12N 820 for the In- bound premium payments; ASC x12N 834 for the Inbound Enrollment and Maintenance; ASCX12 276/277 for the claims status enquiry and response; and ASC X12 835 for the Health care Claim Payments.
* Processed EDI 834 with various scenarios and validate the related tables from database using SQL query.
* Worked on billing and payments in the provider module in Claims Test Pro (CTP) of Facets.
* Wrote and executed complex SQL queries to retrieve data from Facets-Membership Enrollment modules.
* Responsible for customer interface, requirements definition, general and detailed design, testing, maintenance and training programs and managed requirements using Rational Requisite Pro.
* Negotiated and managed multiple priorities, project plans, time frames and trade-offs while ensuring the clinical and administrative staff understood the final results of the projects, sharing detailed vision of cost-benefit analysis.
* Provided Efforts Estimate and coordinated the test schedule using Agile testing methodology in UAT phase.
* Writing Test Plans/Test Scenarios/Test Cases/Test Matrix.Fine-tuning of the database queries for better performance plans.
* Developed System Integration and regression test plans.
* Analyzed test cases for automation and used UFT (Unified Functional Testing), Quick Test Professional (QTP) to automate manual test scripts for Regression and Functional testing.
* Logged the errors, reported defects, determined repair priorities and tracked the defects until resolution using ALM.
* Wrote SQL queries for each Test Case and executed them in Oracle to validate the data between Enterprise Data Warehouse and EDW Staging Tables.
* Worked with Large DB2 and Oracle, SQL Server databases doing loading, validation and manipulation of data.
* Involved in using VB Scripts in QTP to access webpage script variables.
* Responsible for Back-End Testing Using SQL Commands using TOAD.
* Performed User Accepted Testing (UAT) and Production client support.
* Documented, tracked, and verified defects and enhancements by using HP ALM.
* Reported Bugs using ALM
* Created user-defined functions and output values for the content builder and appliance by using QTP/UFT.
* Regularly troubleshoot unexpected circumstances.
* Worked closely with the User Acceptance Test Coordinator, Project Manager and Business System Analysts to understand business processes and develop concrete UAT cases.
* Planned designed, executed and evaluated Performance tests of web application and services.
* Worked on developing the business requirement and use cases for FACETS batch process, automating the billing entities and commission process.
* Involved in FACETS Implementation, involved end to end testing of FACETS Billing, Claim Processing and Subscriber/Member module.
* Set claim processing data for different Facets Module.
* Inspected and worked on HTTP web services application and on SOAP APIs.
* Performed SOA / Web Service testing using Soap UI.
* Analyzed results for validity and clarity.
* Completed tasks within duration and effort commitments.
* Wrote extensive SQL queries using PUTTY on a UNIX / LINUX platform to communicate with the Oracle Backend for data accuracy, integrity and security checks.
* Used DB2 interfaces to connect to the mainframes and databases.
* Wrote SQL queries for data Validation and outstanding knowledge of preparing simple/ complex queries.

**Celtic Health Insurance, Chicago, IL Sept2011-Dec-2012**

**QA Tester**

Celtic Insurance Company is one of the leading health insurance providers in Chicago. The company currently runs its business on Facets and provides medical plans. I worked as a QA Analyst and worked closely with project team to interpret complex business needs and translate them into system requirements. I mainly worked on Claim, Subscriber and Provider modules.

**Responsibilities:**

* Reviewed all codes and appropriately applying them.
* Developed and coordinate implementation timelines with Trading Partners including readiness assessment and coordinated testing.
* Analyzed the ICD conversion information provided by the CMS and gained understanding of ICD-9 versus new ICD-10 codes sets.
* Prepared Test Cases based on business requirements and business rules for HIPAA EDI Transaction 270/271, 837/835, 834.
* Worked mainly in an agile environment.
* Manually performed User Acceptance Testing of FACETS implementation.
* Performed Backend testing on Membership Enrollment of Facets functionality.
* Performed manual testing to conduct backend testing using UNIX shell scripts and SQL Queries.
* Multiple 837 map set developed for each client (clearinghouse, internal, and external trading partners), as well unique mappings were needed in each map to accommodate various conditions dealing with Provider, Subscriber, PAY-TO and BILL-TO Provider information needed to identify multiple conditions dealing with batch Wrote and executed complex SQL queries to retrieve data from Facets-Membership Enrollment modules.
* Worked on Facets to process my claims Pro test and also for pricing the members, providers.
* Responsible in handling Defect Tracking and Mapping reporting through Quality Center.
* Conducted GUI and functionality testing using QTP.
* Conducted data driven testing using QTP to conduct backend testing.
* Worked on End-to-End data validation for ETL & BI systems,
* Analyzed and logged defects in Quality Center and interacted with the developers to resolve technical issues.
* Used QTP Checkpoints (GUI, Database and Bitmap) for comparing behavior of Application from previous builds.
* Help the developers to understand the requirements in order to design the software modifications needed to support the requirements.
* Review Implementation Plan and testing types, techniques and environmental needs.
* Defect Management & triage; provide expertise to resolve defects that raise business issues.
* Wrote and run VB Script in QTP for creating cases in the application as a part of data creation for the interface testing.
* Actively involved in documentation of UAT (User Acceptance Test), Functional Test, Integration Test Scenarios and Bug Log.
* Used SOAP UI tool to send request and verify the response back from services.
* Responsible for running ETL jobs in batch server and validating mapping rules.
* Extensively used SQL statements to query the Oracle Database for Data Validation and Data Integrity.
* Actively participated in weekly status meeting with Team members, Team managers, Business analysts & Technical team and also generated Weekly Status Reports to the Team manager.
* Tracked Software defects collected from different sources and categorized severity in HP Quality center.