**Karmacharya Punam**

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**OBJECTIVE**: To obtain a challenging position as **Software Quality Assurance Analyst** in a fast-paced technology company, by utilizing my proven Technical, Interpersonal, Analytical and Documentation skills, abilities and my diversified experience in software quality assurance to ensure the company’s sustained growth and continued success.

**PROFESSIONAL SUMMARY**:

* **Over 6 years** of progressive working experience in **Software QA and Testing** with diverse projects, clients and industry,
* Expertise on Systems Development Life Cycle (**SDLC; Agile and Waterfall**) and Structured Analysis using Integrated System Definition Methodology (**SA-ISDM**) which include Analysis, Design, Development, Testing, Implementation, and Documentations on different platforms.
* Expertise to translate business requirements documents (BRD/FRD/SRD/TDD/Use Cases) (Business Requirements, Functional Requirements and Technical Requirements) into test strategies/plans, test scenarios and test cases, including appropriate SQL scripts to execute testing cases.
* Proficiency in Time/Task management for the project.
* Experience in Manual and Automated testing, and Analysis, **Proficiency on LoadRunner and QTP**.
* Proficiency in Clear Quest/QC (The bugs/defect tracking tools).
* Excellent experience on **STLC**, its Methodology and used HP QC and Clear Quest (Defects Management Tool) for defects/bugs tracking and for Manual Testing.
* Performed planning and development of Test Plans, Test Cases and Test Scenario to meet product’s business requirements and test execution to make Quality of software.
* Expert in retrieving database information writing **SQL Queries** and transforming data to information as needed.
* Analyzed test results to ensure existing functionality and recommend corrective action where necessary. Participated in UAT and wrote Test Cases for UAT.
* Proficiency in using **SOAP UI** tool for testing of web based applications.
* Fully familiar with SOA (Service Oriented Architecture).
* Involved in conversion and mapping HIPAA-EDI; ICD9 (CM & PCS)(13,000 + 4,000) to ICD10 (CM & PCS)(68,105 + 72,589)(Diagnosis and Hospital procedure) code sets, and EDI HIPAA 4010 (837, 834) to 5010 (837, 834).
* Expertise in **HIPAA-EDI** Testing Privacy with multiple transactions exposure such as Inbound/Outbound **834**–Membership Enrollment, Claims **837**-Institutional, **837**-Professional, **270/271**-Eligibility Benefit Inquiry/Response, **276/277**-Claim Status Inquiry/Response, **835**-Claim Payment/Remittance Advise, **820**Premium Payments Transactions and testing in Client Server systems and Mainframe Applications.
* Validated Medical, Hospital and Dental claims in FACETS, verified Codes with description and requirements, verified adjudication process of Claims in FACETS.
* Experience on FACETS 4.51-4.71, and used different modules (applications): claims, Provider, Utility management, subscriber/Member and others.
* Implemented **Unit** Testing, **Sanity (Performance)** Testing, **Smoke (Functional)** Testing, **White/Black Box** Testing, **Positive and Negative** Testing, **Security** Testing, **Stress** Testing, **Integration** Testing, **System** Testing, **Volume** Testing, **Load** Testing, and **Regression** Testing of **Web Based Applications** and Client-Server Applications.
* Experience in QTP, QC, VB Script, Test Management and Test Scripting
* Maintained Test Matrix, Requirements Traceability Matrix (RTM), and also performed Gap Analysis.
* Analyzed Modification requests and Enhancement requests.
* **Extensive knowledge on DWH process which include, Data modeling (Conceptual, Logical and Physical), ETL process and tools, B.I process and tools**.
* Excellent knowledge on DataStage/Informatica as ETL (Extract Transform and Load) tools, Business Objects/COGNOS as B.I tools used for Data Mining, analysis and reporting for Management to make decision.
* Excellent working experience on IBM Mainframe environment on multiple applications on all phases includes; Analysis, Programming, coding, testing and implementation and support new applications and maintain Legacy applications as per company’s Application Architecture using COBOL, CICS, MVS JCL, DB2(Relational Data Base), SPUFI, SQL, VSAM/GDG Files, TSO/ISPF, SyncSort, Easytrieve,Endeavor, Xpediter, etc
* Possess excellent organizational, interpersonal, communication and documentation skills with good process management skills along with a remarkable ability to gather requirements to bring out quality product.
* Ability to successfully manage multiple deadlines and multiple projects effectively through a combination of business and technical skills.

**TECHNICAL SKILLS**

**QA Testing Tools:** HP Quality Center, Quick Test Pro, IBMRational Test Manager/Clear Quest, Bugzilla

**Operating Systems:** Windows 95/98/NT/2000/XP/7, UNIX, Linux, MS-DOS

**Databases:** MS SQL Server 2000/2005/2008, Oracle 9i/10g/11g, IBM DB2, MS Access, MySQL

**Languages:** C, C++, SQL, PL/SQL, HTML, XML, VBScript, Java

**ETL Tools:** Informatica, SSIS, DataStage

**MS Suite/Project Tools:** MS Office (Word, Excel, PowerPoint, Outlook), MS Visio, MS Project)

**EDUCATION:**  Bachelor’s in Management, St. Xavier’s Campus, 2006

**WORKING EXPERIENCE:**

**Blue Cross and Blue Shield KC/LunchPoint, IL** **Jan 2013 to till Date**

**QA Analyst**

LunchPoint is based in Illinois (IL) and Partner Company with Blue Cross and Blue Shield (BCBS) Kansas City. BCBS KC is managing Data warehouse and using an older version of DataStage as ETL tool to clean and load data in EDW. DataStage has two version; Server job and Parallel job. BCBS KC has all ETL jobs (DataStage jobs) using Server version of DataStage which much slower is compare to Parallel job. EDW (HIPAA-EDI) project is to convert Server jobs into Parallel jobs with some modification to incorporate new business requirement. This project is consisting to convert 400+ Server jobs in to Parallel jobs.

Responsibilities:

* Working with 3-4 Quality Assurance.
* EDW totally consist HIPAA-EDI Transaction.
* Using Tracker (Excel) for task and time management for jobs and QA as well.
* BCBS KC has developed own standard for this project call CDMA (Codes and Data Mapping Application).
* Participated in development of MS Access SQL utility (Model) to create and run query for verification of DataStage job.
* About 15 DataStage are working to convert DataStage Server jobs in to DataStage Parallel jobs.
* Create and run Query on DB2 for each Parallel job when completed successfully and tested by DataStage developer.
* BCBS KC using DB2 as Data base maintaining on IBM Mainframe.
* Using Daptiv (3rd party tool) for defect management and to communicate with developer to fix defect.
* Environment is fully SOA.
* Closely working with BCBS KC staff in Kansas City and Project Manager/Project Architecture. Involved in planning the Test Strategy for the whole testing period.
* Prepared Test Strategy, test plans and Test Cases, Scenarios as per requirements and executed as and when needed.
* Provided daily status report about problem to project Manager.

Technical Environment: MS Access, Mainframe, OS/390, DB2, Daptiv, MS office suite, Windows.

**APS Healthcare Brookfield, WI Nov 2011 to Oct 2012**

**QA Analyst**

APS Healthcare is one of the largest healthcare service companies in the public programs area, serving more than 40 percent clients, responsible for the nation's Medicaid population through nearly 40 programs in more than 20 states.

* Multi-Client Care Connection Platform system with modules configured to support UM, DM, CM and H&W for multiple clients in a single, scalable application instance
* Public Medicaid programs in Florida, Oklahoma, New Jersey, Arkansas, Ohio, Nevada, Georgia and West Virginia.

**Responsibilities:**

* Assisted Project Manager in preparing project plan, time line, high level-scoping document, stakeholders and resource identification
* CONDUCTED JAD sessions periodically with various stakeholders at various phases of the Software.
* Create detailed Use cases, SRS, FRS, Resolution documents, Test Plans and Test Cases, Used Adaptive planning in alignment with IT/Business and software estimating tools.
* Gathered Functional Requirements for creating data requirements, work flows, user interface requirements, User Interface specifications, requirements traceability matrix and Use cases.
* Strong HIPAA EDI 4010 and 5010 with ICD-9 and ICD-10, analysis & compliance
* HIPAA 4010 – 5010 Changes – documented changes for EDI
* Involved in the meeting with Business Process Owners, SME (Subject Matter Experts) and Marketing Team for Requirement gathering in Definition Stage
* Worked with data schemas, flat files and stored procedures for thorough understanding of business systems.
* Experienced following SDLC from Elaboration Phase till Transition Phase, using Agile (Scrum) methodology.
* Delivered most of sprints within 70% of estimated time, overcoming complex technical challenges to meet customers' business requirements.
* Delivered 2 beta releases in a period of 6 months, averaging a build release every week.
* Responsible for Planning, Scheduling, Task Distribution and Tracking.
* Team coordination of more than 25 people including mix of Business, Development Team, and

Testing Teams resides across different locations/countries.

* Provided Status Reports every week on the progress of the Projects to the higher management
* Implemented peer reviews and inspections to reduce defects in the requirements representations
* Worked closely with System Architects, ETL, Operations and Quality Analyst teams to provide Use cases and Algorithms to satisfy Business requirements.
* Created Test Data for ETL process for Verification and validation.
* Collaborated with the QA team to develop the test (plans/scenarios/cases/data) to be used in testing based on different business requirement.
* Demonstrated multiple workflow demos to prospective users.
* Performed Unit and Integration testing with the Development team, UAT and regression testing of the application services using QTP, QualityCenter and Jira.
* Generated reports using transactional database using multiple tables.
* Strong understanding of Business Intelligence, Data warehouse and SSIS.
* Responsible for tracking and documenting the defects in the system and appropriate solutions have been tested and released in production environment.
* Performed automated testing using Quick Test Professional for Regression testing.
* Supported defect management process and reported defects using Quality center.
* Provided the management with test metrics, reports, and schedules as necessary and participated in the design walkthroughs and meetings.
* After successful development and testing of the product, participated in product release and deployment to end-user
* Involved in Issue assessment, Risk analysis and Change management to articulate and resolve the business needs.
* Worked with business stakeholders in creating user acceptance criteria and conducted/coordinated UAT.

**Environment:** Trizetto (Facets 4.31),MS Visio, Windows XP, Business Objects, MS Excel, Word, Power point, SQL, Active Batch, Quality Center, Jira, Ultra edit.

**MVP HealthCare, Syracuse, NY** **Oct 2010 to Sep 2011**

**Sr. IT Testing Analyst**

MVP Health Care corporate office base in Schenectady, NY, has different sub-offices in Rochester and Syracuse, NY. MVP Health Care has trading Business Partnership with Cigna Health Care. MVP Health Care using Database Sybase to meet challenges of data processing and Data storing.

**Responsibilities:**

* Currently working on EDW – FRDM, FRDM (Facets Reporting Data Mart) is a project under Enterprise Data Warehouse; MVP is migrating from Sagent (a Pitney Bowes ETL tool) to Informatica and Business Objects to COGNOS (a B.I. tool).
* Work on Project EDI software upgrade from 4010 to 5010 and compliance.
* Worked on System Testing (functional Testing) of NYS 837I (Institutional Claims and NYS 820 Medicaid Premium Payment).
* Work closely with EDI development team (Lead Systems Analyst and Systems Analyst) to resolve issue comes up during functional testing.
* Moving data from production to test environment called refresh on bi-weekly basis.
* Performed Data Analysis, using Oracle SQL Developer to execute Queries to make sure its correctness and completeness in test environment.
* Participating in regular meetings with the people directly responsible for the business.
* Involved in planning the Test Strategy for the project with Team Lead.
* Prepared Test Strategy, Test plans and Test Cases, Test Scenarios as per requirements and executed as and when needed.
* Prepared reports based on LoadRunner Analysis information.
* Performed Load Testing used LoadRunner.
* Company environment is architecture is SOA.
* Using UBE (UltraEdit) to view all EDI Transactions.
* Using Facets to check claims and benefits after data successfully moved from database to Facet Database based on Oracle database.
* Executing test cases in Test Lab, found defect, reporting Test Lead/Test Manager, creating defect in Defects Module of MQC (version 11 called ALM), assigning defects to development team based on defects.

Technical Environment: MQC (QC 11, ALM), LoadRunner, FACETS, Oracle SQL Developer, TOAD, UBE (UltraEdit), UNIX, MS office suit, Windows.

**Amerigroup Corporation (AGP), VA Beach, VA** **Oct 2009 to Aug 2010**

**Application Analyst (Systems testing)**

AMERIGROUP Corporation is multi-state managed **healthcare Insurance** focused on serving people who receive healthcare benefits through publicly funded healthcare programs, including Medicaid, Children’s Health Insurance Program (CHIP), Medicaid expansion programs and Medicare Advantage. Amerigroup Corporation using FACETS Software package to process claims, MDE (Medical Data Express) Software package to generate queries to verify claims.

**Responsibilities:**

* Directly involved in download data from production environment to different test environment, defined in Oracle Database.
* Performed Data Analysis to make sure its correctness and completeness in test environment.
* Worked on new business as well as expansion in business areas in different states including Louisiana (New Business) Washington (New Business), Texas (TX-JP expansion), leading role on NY (NY Homeless, NY Health Plus expansion) projects.
* Executed SQL Query through MDE and then performed **Manual Testing** on FACETS to verify claims/Bill.
* Involved in development and testing of SharePoint used **SOAP UI** and XML.
* Reviewed Requirements to define testing scope for various levels of testing (Functional, System, Regression, and UAT).
* Worked on HIPAA-EDI Transactions and Code Sets Standards according to the test scenarios such as 270/271, 276/277,837/835 transactions.
* Recommend ways and workarounds for HIPAA 5010 (EDI X12 837,834,278,270) upgrades.
* Involved in planning the Test Strategy for the whole testing period.
* Prepared Test Strategy, test plans and Test Cases, Scenarios as per requirements and executed as and when needed.
* Validated Medical, Hospital and Dental claims in **FACETS**, verified Codes with description and requirements, verified adjudication process of Claims of **FACETS.**
* Extensively used Claims processing, Provider, Subscriber/Member, Utilization Managementin FACETS, verified Co-pays and Co-insurance information in FACETS.
* Used Mercury Quality Centre (MQC) (defects management tool) for defects/bugs tracking.

Technical Environment: FACETS 4.71, MDE 4.2.3.2080 (Claim Test Pro), Oracle, SQL Server, HP MQC, LoadRunner, SOUP UI, XML, MS Office suite, Windows.

**Nexus Nepal, Kathmandu, Nepal Dec 2006 to Sept 2009**

**QA Analyst**

Nexus Nepal is an IT Solution provider focused on providing professional website design and development, software and multimedia solutions to companies and individuals. The scope of the project was to deploy the website on an internal staging area which is the exact duplicate of the production environment where the bugs and content errors were thoroughly tested.

**Responsibilities**:

* Analyzed the business requirements and specifications of the project.
* Developed test cases based on the analysis of the system requirement specifications.
* Developed detailed Test Plan, Test Cases and Test Scripts for System and UAT Testing.
* Performed Manual Testing to check the performance of the application using valid and invalid data.
* Interacted with the development and testing team for continuous flow of the testing process.
* Documented the necessary updates and implemented procedures for the test changes.
* Documented the defects tracked during testing and reported using Quality Center.
* Created reports in Quality Center to keep track of the testing procedure.

**Environment**: Oracle 10g, Windows, Ms-Office Tools, Quality Center, Quick Test Pro, SQL