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| **Deepa Lekhak**  **727-871-1044**  [**deepa.lekhak@gmail.com**](mailto:deepa.lekhak@gmail.com) |

**Over 6** years of diverse experience in **EDI Analyst/QA Analyst** with a thorough knowledge of **System,** **Functional, Regression** and **Performance** **testing** methodologies Capacity to **identify problems**, **analyze** **test** **results**, and investigating their cause and suggesting remedies. Developed Strength in testing of **cross-platform Client/Server** and **Web** based applications. Expertise in analyzing and designing automated as well as manual procedures for the verification, validation and implementation of accurate testing strategies for the successful deployment of **real-time solutions**

* Extensive experience in reviewingand understanding of **Business** & **Testing requirements** and writing detailed **Test Plans**, **Test Cases**, **and Test Scripts.**
* Involved in entire QA Life Cycle (**SDLC**), which includes Design, Development and Implementation of the entire QA process for the Relational Database, Web and Client/Server, **IBM** **Mainframe Applications**.
* **Performance testing** expertise in developing **Performance** **Test plans**, **Test Strategy**, **Load Modeling, Performance Metrics** **and Performance Analysis**.
* Strong knowledge and working experience of industry standards such as HIPAA, HL7, Six Sigma, and SOX, ICD-9, ICD-10 coding, EDI (Electronic data interchange), transaction syntax like ANSI X12.
* Experience with Claims, enrollment, eligibility verification for members and providers, benefits setup, and backend payment cycle.
* Performed GAP analysis for EDI transactions such as 837,834,820 to support state specified X12 5010 file formats.
* Experience in testing the HIPAA EDI transactions 834,820,837/835, 276/277, 273, 270/271 according to the requirement test scenarios.
* Performed testing on large scale **System Integration Project that includes Web Services (SOA), Front** End, Back End and Rules Engine (Corticon Rules Engine) testing.
* Foxpro to SQL migration involving conversion of fox pro programs to SQL queries and reports generated from Fox pro to SSRS.
* Knowledge of using automation tools - **Win Runner, QTP, Load Runner, Quality Center** and **Test Director**.
* Develop and implement load and stress tests with Mercury LoadRunner, and present performance statistics to application teams, and provide recommendations of how and where performance can be improved
* Extensive experience in Test Management Tools like TestDirector, Quality Center, AP Test   
  Manager(ATM), Silk Central, Perforce, MS Excel & MS Word.
* Used **rational Clear Case** and **Clear Quest** for **defect** management and change tracking.
* Extensive working Experience in using **testing** methods like **Functional, Regression, Integration, System, Security, Initialization, Usability, Database, Smoke/Sanity, End to End** and **User Acceptance Testing (UAT).**
* Well-versed with ICD-9 and ICD-10 guidelines, conventions and rules.
* Ability to handle multiple tasks and **work independently** as well as in a team, having **strong analytical** and **problem-solving skills**.
* A **good** team player with **excellent communication** and **interpersonal skills**.

## Technical Skills:

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| Programming Languages | C, C++, Java, VB.NET, ASP.NET, VB 6.0 |
| Operating Systems | Windows NT 4.0/XP/2000/ME/95/98, UNIX, Linux |
| RDBMS | SQL Server 2000, MS Access 2000, Oracle 9i, IBM 6000, MQ Series (IBM and MS) |
| Servers | IIS 5.0, Web sphere6.0, Windows 2000 Advanced Server |
| Scripting Languages | TSL, 4Test scripts, JavaScript, VBScript |
| Networking | TCP/IP, UDP, SOAP |
| Version Control | Visual Source Safe, PVCS Version Manager |
| QA Testing / Modeling/  Defect Tracking Tools | WinRunner, LoadRunner, Test Director, QTP, Quality Center, Clear Case  and Clear Quest, IBM Mainframes, Edifecs Specbuilder |

## WORK EXPERINCE:

**Client: Coventry Health Care, Harrisburg, PA**

**Jan 2013 – Present**

**EDI/QA Analyst**

**Project Description:** The project was also involved migration from Diamond software to Facets including configurations, claims auto adjudication scope and definitions, financial transactions ID cards, Membership, Enrollment. EDI 835,834,837I, 837P, 820, 276/277, 278 and proprietary conversions utilizing Facets extensions and development of new scripts and extensions to meet proprietary origination formats and reformat them into HIPAA standardized formats.

***Responsibilities***

* Developing **Test Plan** with a **Test Strategy** for the **System testing**. Instrumental in creating design and frame work for automation.
* Documented/reviewed all QA work (test cases, test scripts, test data, test results, defects, reports, logs etc.) into **Quality Center (ALM) test management** tool on a DAILY basis.
* Identified the impacts the HIPPA 5010 & ICD 10 project had on enrollment Claims, FEP (Medicare and Medicaid program)
* Work with trading **partners to update EDI transaction sets as needed.**
* EDI transaction sets currently working **with include 850, 875, 855, 856, 810, 880, 860, 852, 864, 816, 820, 824, 894, 895 & 943 in ANSI, VICS & UCS standards**.
* Troubleshoot and resolve any technical EDI related issues with Customer Service and EDI customers.
* Analyzed and reported the bugs found using **Quality Center/ALM.**
* Performed GAP analysis for EDI **transactions such as 837,834,820 to support state specified X12 5010 file formats.**
* Involved in testing HIPAA Transactions & Code **Sets Standards like (820- Premium Payment for enrolled health plan members, 834- Enrollment /Dis-enrollment** to a health plan, 835, 837 ...etc.)
* Intensive working on the current ICD code conversion from ICD 9 to ICD 10, assisting and leading various teams by complying with already going works in the health care domain and work with the conversion.
* Performed **testing on large scale System Integration Project as well as Web Services (SOA) and Rules Engine testing.**
* Validated the reports and files according to **HIPAA X12** enforced standards.
* Created **XML using XML Spy for middleware and wave testing and validated outputs using SOAP UI.**
* **Responsible for performing System and integration testing for release**.
* Analyzed the business and functional requirements of the application and also helped in developing detailed test plan and test cases.
* **Performed Unit, Integration, Smoke, functional, Regression, and system testing, Mainframe Testing.**
* Extensively worked with **Edifecs Specbuilder** to create test files, analyzed all EDI test files with 5010 implementation guides and gap analysis of EDI transactions.
* **Performed Unit, Integration, Smoke, Functional, Regression and system testing, Mainframe Testing.**
* Worked with Claims, enrollment, eligibility verification for members and providers, benefits setup, and backend payment cycle in facets.
* Defined the **test criteria**, **project schedules** and base lined the Test Plan with the help of project meetings and **walkthroughs**.
* Work with trading partners to test and approve new maps as part of the EDI on-boarding process.
* Work with a 3rd party provider to create, test and deploy approved EDI maps.
* Averagely on-boarding three new trading partners on EDI per month.
* Work closely with the EDI software provider to install updates and fixes as needed.
* Assist Customer Service in resolving EDI related charge backs. Helping development team in defining the scope for Unit testing. **Although Unit testing is not in the scope of QA efforts but QA team helped delivery team in putting a process in place for Unit testing activities.**
* Requirements Elicitation, Analysis, Communication, and Validation according to Six Sigma Standards.
* Manually verified the validity of the failed test cases. Performed Positive, Negative and Black box testing on the application.
* Analyzed **the SOAP response from webservice in SOAP-UI.**
* Executed **SQL statements to test the integration between application and database.**
* Has done functional testing of the front-end application using **Quick Test Professional (QTP).**
* Created Use cases, activity report, logical components and deployment views to extract business process flows and workflows involved in the project. Carried out defect tracking using Clear Quest.
* Provide, maintain and support user access to the EDI application.
* Updating EDI database records as needed through Microsoft Server Management studio
* Setup and attend weekly meetings to update Customer Service managers on the EDI on-boarding progress.
* Involved in story creation and pair testing as part of agile development process
* Excellent working knowledge of designing and implementation of all QA test strategy plans and automated test solutions for client/server and Web applications with Mercury Interactive Test Suite (LoadRunner, WinRunner, QuickTest Pro and test Director)
* Excellent report creation skills using Microsoft Reporting Services (SSRS) with proficiency in using Report Designer as well as Report Builder.
* Intensive working on the current ICD code conversion from ICD 9 to ICD 10, assisting and leading various teams by complying with already going works in the health care domain and work with the conversion.
* Worked with SQL queries using MS Access for data manipulations.
* Carried out **UAT** by developing test plans, test scenarios, test cases, and test data to be used in testing based on business and user requirements, technical specifications of the product.
* Used SDLC (System Development Life Cycle) methodologies like the RUP and the waterfall.

**Environment:** VB Script, Java, J2EE, C+, Edifecs Specbuilder**,** IBM, AP Test Manager (ATM), DOORS, SQL, PL/SQL, SSRS, SQL Server 2000, SOAP, HTML, XML, IIS, HPQC, Mainframe, Windows XP, MS Office Suite, SSRS, MS Visio, MS Access, MS Project.

**Client: Emblem Health, New York, NY**

**July 2011 – Dec 2012**

**QA Analyst**

**Project Description:** ICD-10 Project is a federal mandate to replace the current ICD-9 Diagnosis codes with the ICD-10 Diagnosis code set. The US Department of Health and Human Services (HHS) is requiring health plans, Physicians, hospitals, and other health care professionals to be ICD-10 compliant by October 1, 2013. The Project involves Up-**gradation of HIPAA X12 4010 transaction to HIPAA X12 5010 and ICD 9-CM** (Clinical modification) to ICD-10-CM/PCS (Clinical modification/procedure coding system) simultaneously.

***Responsibilities***

* Developed **Test cases from functional specs and high level workflows for the Claims processing, EDI, and Reporting.**
* Tested the requirements and created mapping specifications based on HIPAA implementation guidelines.
* Created manual and automated Test Cases and Test Scripts using **ALM and QTP.**
* Performed Manual Testing on 5010 Gap Analysis documents involved with 837, 835, and 278 transactions in collaboration with other team members.
* Extensive **testing of EDI Eligibility/Inquiry/Response (270/271) transactions via reports generated by developers.**
* Reported the defects and assigned Severity based on the defect found using **HP ALM.**
* Authored Test cases for HIPAA EDI Transactions 270/271, 276/277,834,837/835/820.
* Performed model-based testing to **support regression and prioritization of tests; integration with HP Quality Center.**
* Performed compliance testing **on 837 and 834 and 820 EDI transactions.**
* Worked with providers and Medicare or Medicaid entities to validate EDI transaction sets or Internet portals. This includes HIPAA 4010; 837, 835, 270/271, 273, 278,834/820 and others.
* Mapped claims, payments, and status to back-office database.
* Experience in SOA testing Web Services through XML: Member Eligibility Validation & Claim Status Inquiry.
* **Responsible for performing System and integration testing for release.**
* Create and track defects in JIRA. Responsible for retesting the functionality after the issue is fixed by the Development Team.
* Extensive experience with SQL and data conversions, Data mapping and data validation.
* Providing the required test data for the developers in order to fix the defects.
* Participated in 1CD 9 to ICD 10 codes conversion Testing with Team of QA’s on shore and off shore.
* Tested ICD-9 to ICD-10 mapping process using GEMs (General Equivalency Mapping) crosswalk file.
* Performed testing on functional areas impacted by ICD-10 codes.
* Played a pivotal role in conducting Functional testing, Regression testing and UAT.
* Worked with providers and Medicare or Medicaid entities to validate EDI transaction sets.
* Coordinated very closely with the developers regarding functionalities and defects.
* Tested end-to-end scenarios, change requests, and defects while processing claims.
* Involved in smoke testing, functional testing, and regression testing and system integration testing of various healthcare transactions.

**Environment:** Environment: MS-Office, Windows XP, SQL, HTTP, Oracle, C#, .Net, HP QC, JIRA

**Client: Health Insurance Plan (HIP), New York City**

**Jan 2009 – June 2011**

**QA Analyst/Test Analyst**

**Project Description:** Health Insurance Plan Corp (HIP) is a full health management company providing full range of HMO, PPO, and POS benefit plans. HIP wanted to have data consistency and proper data mapping between the old and the new system. Developed the Business Crosswalks for 837(P, I, D), 835 and 276/277 according to HIPAA implementation rules. This project also involved creating the medical claims processing system. It consisted of different modules like provider enrollment, member enrollment, programs and coverage. This project also involved the maintenance of claims workstation that automatically handles the entire claims life cycle.

***Responsibilities***

* Involved in analyzing the business process through Use Cases, Work Flows and Functional specifications.
* Analyzed the business and functional requirements of the application and developed detailed test plans, test cases in **Test Director**.
* Conducted **UAT** (User Acceptance Testing). Provide end user training and extensive go-live assistance
* Involved in claims submission and payment (remittance) retrievals and used ASC X12N 820 for the In- bound premium payments, ASC X12N 834 for the Inbound Enrollment and Maintenance, ASC X12 276/277 for the claims status enquiry and response and ASC X12 835 for the Healthcare Claim Payments.
* Aware of complications involved upon parallel usage of ICD-9 and ICD-10
* Responsible for COGNOS Report writing and reviewing
* Experienced in mapping the ICD-9 and ICD-10 codes
* Validated the following: 837 (Health Care Claims or Encounters), 835 (Health Care Claims payment/ Remittance), 270/271 (Eligibility request/Response), 834 (Enrollment/Dis-enrollment to a health plan)
* Prepared UAT Materials UAT Test Cases to include various steps involved for UAT and to have proper coverage of requirements
* Involved in analyzing activities for a variety of major projects including Medicare Plan part D, Coordination of Benefits, New Client Implementations, Consumer driven and regularly scheduled system upgrades.
* Represent Operations Team as Client Liaison for Medicare Part D Plan.
* Defined the test criteria and project schedules, and baseline the Test Plan with the help of project meetings, walkthroughs.
* Helped with Data Mapping between the data mart and the Source Systems.
* Converted various SQL statements into stored procedures thereby reducing the Number of database accesses.
* Worked in mainframe environment and used SQL to query various reporting databases.
* Created source table definitions in the DataStage Repository by studying the data sources by importing the data from Mainframe.
* **Performed User Acceptance Testing.**
* Interacting with the development and testing teams to improve overall quality of the software.
* Involved in creating periodic status reports.
* Developed the test harness and automated regression tests in **WinRunner** for **functional and regression testing.**
* Created Logical and Physical models for Staging, Transition and Production Warehouses using Erwin.
* Created GUI, Bitmap, **Database and Synchronization Checkpoints** to compare the behavior of a new version of the application with the previous version
* Rational ClearCase was used to manage all the changes and change requests in the projects. Worked with QA team with the aid of ClearQuest for the bug tracking and Mercury Test Director for Test Case Management.

**Environment:** LoadRunner, Test Director, QTP, HPQC, Quality Center, Mainframe, VBScript, MS Excel, DAP, TOAD UNIX, Web Logic, XML, VB.net,ASP.net, Windows XP, Oracle, DOORS, MS Office Suite, MS Visio, MS Access, MS Project.