**Dhiraj Ranjit**

**Professional Summary**

* 7 years of progressive working experience in Software Quality Assurance and Software Tester with diverse projects, clients and industry.
* Experienced in developing Test Plans, Test Cases and Test Script.
* Good knowledge of MS Visio and MS Project.
* Expertise in using Automated Testing Tools such as QTP, Selenium, SoapUI, WinRunner, Load Runner.
* Good skills for problem solving and Bug Tracking using Mercury Test Director, Jira and **Quality Center/ALM**.
* Experienced in testing Client-Server and Web-Based Applications.
* Knowledge and experience including **HIPAA, FACETS, ICD -9 and ICD-10**.
* ICD 9-ICD 10 conversion knowledge -Worked in the analysis of the ICD 9 - 10 codes.
* Performed Analysis of ICD 9 Procedure and Diagnosis Codes in accordance with ICD 10 CM and ICD 10 PCS Conversion Compliances.
* Independently studied ICD-10 requirements and studied the changes to be implemented using the General Equivalence Mapping (GEM).
* Extensive knowledge of SDLC (Software Development Life Cycle) methodologies.
* Experience in Positive, Negative, Data-driven, Unit, System, Integrated, and Back-End Testing.
* Performed Back End Testing by executing SQL queries and UNIX.
* Extensive experience in testing and implementing Extraction, Transformation and Loading of data from multiple sources into Data warehouse using Informatica.
* Experience in gathering business requirements, analyzing business requirements and using the information to develop detailed comprehensive test strategies to verify system changes to meet the needs of the client.
* Knowledge regarding Medicaid and Medicare programs.
* Experience with Medicare, Medicaid, &commercial insurances in HIPAA ANSI X12 4010, 5010 formats including EDI 270,271, 276, 277, 278, 835, 837.
* Proficient in ETL (Extract - Transform - Load) using SQL Server Integration Services 2005 (SSIS) and Informatica Power Center tool.
* Expertise in Performance Testing, Stress Testing, Smoke Testing, Functionality Testing, Load Testing and Volume Testing of client/server and web based applications using different tools.
* Participated in design walkthroughs and verified QC Test Scripts and results.
* Experienced in GUI, Regression, and Functional Testing.
* Effective Time Management Skills and consistent ability to meet client deadline.
* Good team player with the ability to lead, manage and work independently in a time sensitive.
* Extensive knowledge of Test Matrix, Traceability Matrix and Gap Analysis.
* Experience in performing Black Box Testing on Web-based application.
* Analyzed Modification requests and Enhancement requests.
* Ability to generate and analyze different kinds of Performance and Summary Reports.
* Strong analytical skills to analyze various online and analysis graphs in Load Runner to identify Bottlenecks.
* Assisted the Project Manager Plan, Coordinate, and Monitor project levels of performance and activities to ensure project completion.
* Excellent communication, presentation, and interpersonal skills.

**TECHNICAL SKILLS**

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| **Testing Tools** | HP QC, Soap UI, QTP/UFT, WinRunner, LoadRunner and Selenium |
| **Bug Reporting** | HP ALM, Test Director, Bugzilla, JIRA, and Rational Clear Quest |
| **Databases** | MS-Access, Oracle, MS SQL Server and SQL Server Management Studio |
| **Programming Languages** | C, C++, C#, JAVA, VBScript, Python, PL/SQL and QT |
| **Operating System** | Windows (7, XP, 2000, 98) and Unix |
| **MS Office Tool** | MS- Office Suites |

**Professional Experience**

**Emblem Health, NYC, NY Jan 2015 – July 2016**

**QA Analyst**

Emblem Health is the largest health insurer based in New York State serving nearly 3.4 million people with over 92,000 providers in 150,000 locations across the tristate region. Emblem Health’s Care Management System provides a solution in simplified and a smart way to manage the health of members, which improves the quality and affordability of care. As a Sr. QA Analyst, I was responsible for creating, executing the test cases as well as planning, executing automation testing part of the project. Assisting lead to create test plan, test strategy document. I used SQL queries to validate the source and target data such as data scrubbing, data morphing, and data correctness.

**Responsibilities:**

* Worked closely with Developers, Business Analysts, and User Representatives and participated in the product design process including specification and other document reviews.
* Performed review and analysis of functional requirements and test plan design documentation.
* Participated in meetings with Business Analyst and Design Review meetings with the Developers for better understanding of the modules.
* Involved in creating Testing Artifacts - Test Strategy, Test Plan, Test Case, and Requirements Traceability Matrix (RTM).
* Prepared Regression Test Plans, Requirements Traceability Metrics (RTM), positive and negative test scenarios, detailed oriented Test Scripts, Test Kickoff documents, Test Scorecard for test progress status, Test Results, Release Check list, Lessons Learned documents and Regression Test Suite for future use.
* Developed the test cases for both manual and automation teams, and review the test cases along with the business user and project lead at on-site.
* Performed functional testing and system testing of various web and client server based applications using QTP.
* Worked on compatibility testing of the application using QTP.
* Involved in Regression Testing for every changes in modules using QTP.
* Automated Integration and System test environments using VBScript in QTP.
* Participated in the test environment setup and in ensuring that the facilities, test tools and scripts are in place to successful performing the required testing effort.
* Created tests with Assertions like Schema Compliance, SOAP, XPath assertions using SOAP UI.
* Perform installation, maintenance, and system support for testing tools. Wrote test cases and test scripts for functional and integration testing.
* Performed Web Service API testing for UI content verification and validation with business logic XML using SOAP UI.
* Analysis of ETL Mappings based on Facts & Dimensions from Source to target tables for directs moves and indirect moves based on transformation rules & lookup tables.
* Extensively used Informatica power center for extraction, transformation and loading (ETL) process.
* Wrote Test Cases in Excel based on Technical Specifications, Functional Specifications and Business rules for online POS application system.
* Used the HP ALM for manual defect tracking system, to report and analyze defects during the entire testing process.
* Reported bugs using HP/ALM and JIRA to ensured issue resolution in a timely and effective manner to Lead QA Analyst.
* Prepared detailed reports of Bugs and Defects, Pass/Fail reports and comparison analysis, and interacted with the development teams, application and data architecture team, data migration team and the DBA team to report and correct defects.
* Worked closely with Business Analysts and Developers in troubleshooting critical defects and regression tested impacted modules of the application after defect fix.

**Environment:** Soap UI, Informatica, HTML, XML, Windows, UNIX, PL/SQL, QTP, VBScript, HP Quality Center/ALM, JIRA, Oracle, SQL Server Management Studio**.**

**Kaiser Permanente, Oakland, CA July 2013 - Dec 2014**

**QA Analyst**

Kaiser Permanente is one of the leading providers of medical, dental, vision, and life insurance services. Company provides solutions to both individual and groups by providing broadest selection of leading health insurance plans. The objective of the project was to analyze and Test the applications which accepted claims like Medical claims, Dental claims, and vision claims from different vendors and routed them into Batch Adjudication System and Online Adjudication. The Batch Adjudication System automatically adjudicated the claims and sent the files to the Payment department. In the Online Adjudication system claims were examined and processed for Payment.

**Responsibilities:**

* Extensively involved in all phases of SDLC (Software development Life cycle) process and on Agile methodology.
* Analyzed Business and Functional specifications and interacted with Business analyst for formulation of test Plan, test cases and test scripts for the Functional, Regression and Smoke testing.
* Developed Test Plans and Test Cases from the functional requirement document and scheduled the test case execution.
* Involved in Testing of HIPAA EDI Transactions (835,837,820,276,278) in various phases of implementation.
* Analyzed HIPAA EDI transactions in XML and X12 responses and of 270 and 276 and looked for defects for amendment.
* Performed Analysis of ICD 9 Procedure and Diagnosis Codes in accordance with ICD 10 CM and ICD 10 PCS Conversion Compliances
* Performed data analysis for various version changes of EDI messages on different sub-systems.
* Performed end-to-end System Integration testing which covered the entire business process flow from the initial point of sales through to all the downstream systems and XML output files, including apps/interfaces.
* Performed extensive testing of Mapped EDI 5010 provider claim payment/advice/status (835/837/276) from clearinghouse sources to ASC X12 formats.
* Strong experience in conducting Functional Testing, Regression Testing, User Acceptance Testing (UAT),
* Provided the required test data for the developers in order to fix the defects
* Monitored EDI Eligibility/Inquiry/Response (270/271) transactions via reports generated by the developers.
* Checked the data flow through the frontend to backend and used SQL Queries to extract the data from the database.
* Analyzed Source to Stage and Stage to Target Mapping document indicating the source tables, columns, data types, transformations required, business rules to be applied and target tables.
* Analyzing Data Processing Implementing Data Mart applications mainly transformation processes using ETL tool and understanding of ETL workflows and ETL mappings and also monitoring the Production Environment.
* Involved in writing extensive SQL Queries for back end testing oracle database.
* Created and maintained SQL Queries for back-end testing.
* Established and maintained test cases and test data in Quality Center.
* Logged the defects in Quality Center and maintained track of the defect throughout its life cycle
* Participated in QA team meeting and bug tracking meetings.

**Environment**: Windows, UNIX, PL/SQL, HP Quality Center, Oracle, SQL Server Management Studio, XML**.**

**Tenet Healthcare Corp. Dallas, TX Apr 2012 – June 2013**

**QA Engineer**

Tenet Healthcare Corporation is a healthcare services company whose subsidies and affiliates own and operate acute care hospitals and related ancillary healthcare businesses.  Tenet’s hospitals aim at providing the best possible care to every patient who comes through their doors with a clear focus on quality and service. **FACETS** are a fully integrated **CLAIMS data processing** and Medicaid and/or Medicare Management information system for managed healthcare. FACETS uses the data feed for the claims adjudication, claims error processing and to prepare the auto- generated reports and correspondence using the Batch Cycle. As a QA Engineer, I was involved in various kinds of testing of the FACETS application modules like Membership, Providers, Finance and Claims.**Responsibilities:**

* Involved in developing detail Test Plans for different benefit packages according to Business requirements documentation.
* Involved in discussion with the Subject Matter Experts (SME) during creation of test plans and updating of business requirements.
* Gathered requirements and created, executed and documented Test Cases as per requirements in HP QC.
* Acting as liaison between end user and FACETS for user problems, outstanding issues, training needs and new software releases
* Follow up management on errors made by Data Entry associates.
* Performed UAT Testing Manually in coordination with UAT group to ensure correct business logic.
* Involved in new development, support, enhancement of application.
* Worked with business leaders to translate business requirements and processes into test cases according to FACETS package requirements and subsequent effective configuration.
* Used Agile Methodology to minimize risk by implementing software development in short time boxes or iterations.
* Expertise in architecting, designing and implementing Enterprise Integration Solutions using TIBCO Active Enterprise Suite of Products such as TIBCO Business works, TIBCO Business Connect.
* 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.
* Performed Manual Testing using Quality Center (QC) and User Acceptance Testing (UAT)
* Responsible to work on Medicaid Management Information System which includes two divisions: HIPAA compliance and Maintenance units division and Claim processing division.
* Worked under HIPAA compliance standards.
* Performed Front-End Testing, Functionality Testing, and Data Driven Testing using QTP.
* Used Ramp up and Ramp Down options in LoadRunner to simulate real time scenarios.
* Developed test automation scripts using Quick Test Pro.
* Analyzing scenario performance, graphs and reports in Load Runner.
* Developing /Recording/Enhancing user scripts in Load Runner.

**Environment:** FACETS, Windows, Oracle, Agile, Quick Test Pro, Load Runner and HP Quality Center, UNIX

# **Department of Health & Human Services, Augusta, ME Jan 2011 – Mar 2012**

**QA Analyst**

The State of Maine Department of Health and Human Services (DHHS) has selected Unisys and its Maine Integrated Health Management Solution (MIHMS) for processing State of Maine Medicaid (Maine Care) claims starting August 2010. I was involved in the project Data Hub. In order for MIHMS to process Medicaid claims correctly it needs information about individuals eligible to receive medical insurance through Maine Care. The Data Hub will be the conduit through which eligibility data is passed from the state eligibility source systems to MIHMS. Data Hub testing scope includes testing the Data Hub requirements, documenting and testing source system records, change requests and assist SMEs with validation of MIHMS daily error files. The Data Hub delivery model included a structured iterative approach to design, development, testing and deployment where different parts of the solution are developed and delivered at different times and integrated as they are completed.

**Responsibilities:**

* Involved in Data Hub Testing which included testing Data Exchange (Demographic & Enrollment Segments) Requirements, Data Management (Reconciliation & Information Management) Requirements and Architecture (Performance, Security & Standards) Requirements
* Created High Level Test Scenarios, Test Cases and Test Scripts for Data Hub requirements as described in RSD (Requirement Specification Documents) and DSD (Design Specification Documents) as well as HIPAA and HL7 regulations like 834, 835, 837, 270, 271, 278 etc.
* Created Baseline Database tables to load updated Source Eligibility Data; Created related baseline test scripts in order to test the future releases of the application
* Performed and monitored Daily Data Run process in Cybermation; validated data load using complex SQL scripts execution in Oracle SQL Server
* Validated if MIHMS files are loaded to Momentum FTP Server as Data Hub Daily Run Process, Validated and verified MIHMS files according to MIHMS file format mentioned in RSD
* Validated Eligibility Source Systems data, analyze source system testing and if any testing gaps are identified, created and documents tests for demographic and enrollment records
* Gathered Data Hub requirements and responsible for creating test cases and test scripts under Quality Center Test Plan and Test Lab modules, developed automation test scripts in Quality Center
* Assisted SMEs with validation of MIHMS daily error report files and other testing required for User Acceptance Testing
* Converted entire Data Hub manual daily process to automation process using Oracle Packages
* Responsible for creating Automation Process for Data Hub Reconciliation Testing using Oracle SQL Server; Created Oracle packages and SQL Procedures for Reconciliation Automation Testing
* Involved in Eligibility Source System Testing using Mainframe which includes creating and updating existing source data in Mainframe
* Extensively involved in Data Hub Back-End Testing using Oracle SQL Server; performed daily process testing using SQL scripts execution and logged test results in Quality Center
* Created and executed test scripts for approved Change Requests, logged their test results and related documentations in Quality Center
* Responsible for defect tracking and bug reporting using Quality Center; interacted with developers and Business Analysts to discuss and resolve defects
* Involved in daily defect review meetings to review the status of defect fixes and upcoming build releases
* Verified and validated all the build or release related issues and resolve then through discussion with business analysts with the user’s approval

**Environment**: Windows, Quality Center, MS SQL Server Management Studio, Oracle, Momentum FTP Server, Mainframe, Cybermation, SQL, UNIX.

# **Athena health, Watertown, MA Mar 2009 – Dec 2010**

**QA Tester**

Athena health is one of the leading vendors of online practice management and electronic medical record software to the healthcare industry. The project was to incorporate the electronic prescription module into the already existing EMR software. This would enable the providers to send electronic prescriptions to the pharmacy and view the medication history of the patient including current medications and allergies. The module had to be connected with sure scripts to obtain the patient’s medication history. Electronic data interchange (EDI) also plays a very important role to transfer that electronic prescription to pharmacy.

**Responsibilities:**

* Extensively involved in all phases of SDLC (Software development Life cycle) and use Agile methodology.
* Involved in Preliminary discussions of the Project with the Core Team.
* Prepared test plans and test cases for manual and automated testing.
* Developed the test cases according to requirement.
* EDI 274/275 code for transaction of electronic prescription according to patient information and healthcare provider information. In addition, EDI 270 (Eligibility and Benefit Request) and the EDI 271(Eligibility and Benefit Response)
* Using ICD 9 HIPAA compliance code for Identify the particular medical injuries.
* Manually performed System Testing.
* Involved in Functional, Regression and Smoke testing using QTP.
* Performed cross browser and cross platform compatibility testing with different browsers like Firefox, Internet Explorer.
* Performed manual and automation tests on various modules using positive and negative scenario.
* Interacted with DBA's, Developers, Systems Engineers and Network Engineers during testing and isolated bottlenecks at different levels.
* Performed Load testing by bombarding the server with users to test the performance of the application under stress conditions using Load Runner.
* Managed and executed test cases and logged defects in defect reporting tool using Quality center.
* Provided status reports to Project Manager.
* Interacted with developers for resolving the defects and setting the priorities.