#### SUMMARY:

* Over 6+ years of diverse experience in Information Technology with emphasis on Quality Assurance, Manual Testing, System Testing of Web and Client/Server based applications in Healthcare industry.
* In depth knowledge of the Business process development using Software Development Life Cycle Waterfall, AGILE and testing using **Software Testing Life Cycle** (STLC).
* Expertise in designing and developing testing documents as Test Plan, Test Cases, RTM.
* Adept at using both Manual and Automated Testing tools to troubleshoot systems, Integration, User Acceptance, Positive and Negative, GUI and Functionality and Regression Testing.
* Proficient in performing Test-Driven methodology, Black/White Box Testing, Front-end and Back-end Testing
* Proficient in interpreting and calculating Test Metrics to endure the testing efforts and progress.
* Analyzed Test results and generated Reports to track the Bugs and assign Fixes using HP **Quality Center/ALM**
* Extensive knowledge of **EMR (Electronic Medical Record**), Health Insurance Portability & Accountability Act (HIPAA) standards, Electronic Data Interchange (EDI), and ICD-9 to ICD-10 coding.
* Proficient in Defect tracking and reporting tools like Clear Quest, Mercury **Quality Center** and **Test Director**.
* Experience in constructing Release notes, User Manuals and Installation Guide.
* Ability to prioritize along critical path to meet the Project deadlines and Deliverables.
* Experience in working with the databases such as **SQL Server, MS Access**, **Oracle** and writing **SQL** queries for **Back-end Testing**.
* Experience with **SQL** Scripts to perform back-end testing on the Oracle database.
* An expert in strategic planning, delivering Status Reports, Summary Reports and ready to work in tight schedule deadlines.
* Excellent Problem Solving and Analytical skills, quick learner and capability to perform well under pressure.
* Maintain excellent communication skills in working with both technical and non-technical team members.

# Technical Skills:

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| --- | --- |
| **Testing and Bug Reporting** | HP ALM/Quality Center, JIRA, Rational Clear Quest. |
| **Programming Languages** | **SQL**, VB Script |
| **RDBMS** | MS SQL Server, Oracle, MS Access, DB2 |
| **Web Technologies** | HTML, XML |
| **Operating Systems** | Windows XP/7, UNIX, AS/400 |
| **MS Office Tools** | Word, Excel, PowerPoint and Visio. |
| **Web Browsers** | Internet Explorer, Mozilla Firefox |
| **Methodologies** | **Agile, Waterfall** |
| **Other Tools** | EPIC, FACETS, MS Office |

**Employment History**:

**Yale New Heaven Health Systems, New Haven, CT Feb 2014 to Present**

**QA Tester**

Project: EPIC Implementation   
   
This project is initiated to upgrade the EMR system for their inbuilt Sunrise Clinical Management to new well integrated EMR systems Epic. This project involved converting of previous reports to Epic clarity and Workbench reports with the new implementation of Epic to Yale New Heaven Health system.

**Responsibilities:**

* Built and tested numerous SCM(Sunrise Clinical Management) reports converted from the legacy database to EPIC clarity reports using SAP Crystal Report 2008.
* Directly involved in the Key Performance Indicators(KPI) Dashboard project by automating the extraction of data from the clarity database and insertion of data into the reporting tables which were then used by the Business Objects experts in their universe to present a trending Dashboard to the Executives and Decision Support.
* Wrote SQL Stored procedures for numerous different KPI Metrics from different modules like Average Length of Stay(Epic Care Inpatient), Patients that left the ED without being seen (ASAP), First Case Late Starts (OpTime), Study Turnaround Time (Cardiant), Barcoding Compliance (Willow Inpatient), Average Daily Revenue (Hospital Billing) etc.
* Performed Backend, Functional/Regression testing, Batch Testing, Integration testing under agile methodology.
* Developed Test scripts to test various Customized reports for the Infection Control Department like Central Line Days, Foley Catheter Days, Ventilator Days, Patients under Isolation Orders, etc.
* Actively involved in helping the Integrated Audit Team with their reporting needs for the integrated audits. Built numerous audit reports like Restraints order with Restraint Flow sheet data, Oxygen Orders with Oxygen Flow sheet data, Weight Orders with Weight flow sheet data, Pain Assessment, Skin Assessment with Braden Score, etc.
* Extensively involved in writing SQL queries over Clarity, Epic's Relational Database, during the report development process. Well versed in using subqueries , Common Table Expression , functions, Stored procedures etc
* Participated during Go Live at the command center for support for the Reporting Team troubleshooting the reports and addressing ad hoc report request.
* Worked on upgrading the existing reports to Denali (EPIC 2012) and tested those reports for accuracy.
* Actively involved in fulfilling the reporting needs from various end users arising due to transition from a legacy EHR system to EPIC
* Using JIRA for creating sprint story and story bug for agile project.
* Creation of various test scenarios for business rules execution.
* Performing Backend Testing by developing and executing SQL queries for data validation.
* Application verification using table checkpoint, standard checkpoint and text checkpoint.
* Adding verification checkpoints for the validation of the functionality under stress conditions.
* Prepare and present test status reports used for weekly project meetings and coordination with cross functional team.
* Coordinating with development and business teams to help UAT process run smoothly.

**Environment**: Epic Crystal Integration, ALM/Quality Center, Agile, Business Objects Server, SQL, QTP.

**Merck Inc., PA Feb 2011 – Jan 2014**

**QA Tester**

Code green is a Windows and Mobile based product that is used to capture the medical codes administered and provide the input data to generate the invoice. The data that is saved on the mobile device gets synced to the server through WIFI.

**Responsibilities**:

* Analyzed systems design specifications, requirements and detailed design and formulated Test Strategy, test plan for the functional testing of the application.
* Developed Test Strategy, test plans and test cases to cover overall quality assurance testing using Quality Center.
* Tested if the data saved on the mobile device gets synced to the server through WIFI and likewise if the data saved on server is synced back to mobile device through WIFI.
* Involved in Functional, Integration and Regression testing, Adhoc, Stress, UAT and Smoke testing before release of each sprint.
* Created test data for QA Database environments based on Functional Requirements Specification.
* Performed backend Database testing using SQL Joins and validated the database.
* Functional and Regression testing in Agile methodology.
* Involved in the User Acceptance testing (UAT) on the PDA to check the reliability for end user.
* Used Quality Center for running automated and manual tests and for defect reporting.
* Performed manual testing and created SQL queries for data verification.
* Involved in parameterization of the objects and inserting checkpoints to verify the functionality of the applications in QTP.
* Used Quality Center to log defects, make defects reproducible and verify bug fixes.
* Categorized bugs based on the severity and interfaced with developers to resolve them.
* Responsible to design UAT scenarios and get an approval before the application presentation.
* Responsible to present walk-through with clients as part of UAT, Black box testing.
* Maintained Test Logs, Test Summary reports and participated in defect review meetings.
* Made Change Requests for failed test cases and assigned them to responsible developers.

**Environment**: QTP/UFT 11, QC/ALM 10.0, Windows 2008 server R2,Agile, Windows mobile 6.5, MS Word, MS Excel, PowerPoint, Visio.

**Emblem Health, New York, NY Feb 2010 – Jan 2011**

**Quality Analyst**

Emblem Health is a medical insurance provider based in New York City. Emblem Health provides subsidized health insurance plans to all NY government personnel.

I worked as a QA Tester on the GHI/HIP (subsidiary of Emblem) based applications which deal with claims processing of all its members. All claims processed through GHI and HIP systems were migrated to Emblem Claims processing system. We tested the data processed in these claims and claims with invalid information were rejected. I tested the claims and the insurance eligibility functionality using HP Quality Center.

**Responsibilities**:

* Used waterfall methodology as prime SDLC methodology.
* Wrote test plans, test scripts, test cases, and test conditions.
* Ensured the EDI development efforts met the required specifications.
* Experience working with data mapping documentation
* Worked for Claims Processing, EDI X12 837P, 837D, 837I, 834 files processing.
* Hands on experience in **EDI 834 enrollment file**.
* Hands on experience working with EDI 837 institutional claim file.
* Participating in Daily stand up Scrum meeting and reporting daily status to Scrum master on my task status.
* Built Scenarios and wrote Test cases for each user story based upon acceptance criteria.
* Performed Functional Testing and Regression Testing after fixes or modifications.
* Executed and Documented the Teat cases and Test Results.
* Executing Test Cases and Bug Reporting using Defects Tab.
* Provided defect and test status reports to the project management team periodically.
* Developed SQL Queries for Back-end testing.
* Developed SSRS reports using SQL Server.
* Documented the outcomes of all the testing in MS Word and MS PowerPoint
* Worked on Scheduler to Schedule Monthly or Weekly jobs to generate Reports on High Risk patients.
* Identified the Test data to Validate the Test Results for the Reports generated.
* Worked with Business Analysts and Team Leads to prepare required Systems Development documentation (SDD) and Scope of Work (SOW).
* Developed test automation basic scripts using QTP.
* Participated in Requirement Walk through Meetings.

**Environment**: Quality Center, .NET Framework, MS Office, SQL Server, SSRS, MS Visio, BizTalk, XML.

**Lovelace Health Plans, Albuquerque, NM Mar 09 – Jan 10**

**Quality Analyst**

Applications included Data Migratory (Central tool for member inquiry), ZEnroll (Web application for Member Enrollment), **EDI Enrollment**, **ACS** (EDI enrollment vendor) and **Provider Portal**. Analyzed documentation to conform to the APLC process using ReqPro. Used Quality center to log risks and issues and QC for Review findings and defect management. Lead review sessions to gain approval for requirements. Responsible for review and approval of Integration, Quality Assurance and User Acceptance test plans as well as design and architectural plans.

**Responsibilities**:

* Analyze business requirements and functional specs by performing requirement and design walkthroughs with business users and business/system analysts respectively.
* Worked on different modules of **Web based application** to validate new **members** are able to create the account **profile** with their **Username/Password, Providers** are able to select different **claims** based on their needs, **claim submission** process, claim review process, claim **processing workflow**, claim approval confirmation workflow.
* Wrote Test Plan and Test Cases according to business requirement.
* Wrote Test Cases using MS Excel.
* Performed data driven testing by data driver wizard and parameterization.
* Creating and updating test cases based on new and/or /updated functional or interface requirements
* Set claim processing data for the different **FACETS Module.**
* Design, analyze and performed Integration and wrote system requirements on **FACETS.**
* Extract data from an Oracle System and create MS Excel and MS Access reports
* Design simple databases and queries to support reporting and analysis using MS Access.
* Wrote various **SQL** queries to validate data inserted, deleted and updated in the Oracle database
* Wrote **SQL** queries and performed Back-End Testing for data validation to check the data integrity during migration from back-end to Front-end.
* Performed requirement traceability by setting automatic alerts for tracing changes in the requirements and system maintenance
* Imported test cases from MS Excel, MS Word to Mercury **Quality Center.**
* Imported test cases from Mercury **Quality Center** to MS Excel or MS Word.
* Backend Testing using **SQL** Scripts.
* Participated in weekly meeting with the management team and walkthroughs
* Tested applications and documented results and bugs including documentation of information useful in the debugging process
* Performed back-end testing to validate the data using **SQL** queries
* Generated the test execution report in Mercury **Quality Center** to be reviewed by the QA Manager and development team.

**Environment**: Quality Center, **QTP, FACETS, .net,** Business Objects. MS Office Suite.

**Education**:

Associate in Information Technology

Bachelors in Social Science