**Ganesh KC**

214 850 5175

[ganesh.kecey@gmail.com](mailto:ganesh.kecey@gmail.com)

**SUMMARY:**

* Over 5+ of experience as a Quality Assurance Analyst and Test Engineering in all phases of Manual and Automation Testing..
* Extensively involved in Smoke Testing, Functional Testing, Performance Testing, Regression Testing, Volume Testing, Data Driven Testing, Stress Testing, Endurance Testing, Backend Testing, Failover Testing, System Testing, Integrated testing, Unit Testing, Positive Testing, Negative Testing, Configuration Testing and Security Testing.
* Experienced with Web-based applications, **SOA** (Services Oriented Architecture) and Web application servers.
* Strong knowledge of HIPAA claims processing and plan administration.
* Good understanding of the EDI, WPC Guide, Implementation and HIPAA code sets.
* Experienced with **Scrum/Agile** and **waterfall** development processes
* Worked on various protocols like **Web Http/Httml, AMF, Citrix, Web Services and** **SAP Web.**
* Prepared documentation such as business requirements, functional specifications and master documents based on business needs and using the information gathered to develop detailed comprehensive test strategies to verify system changes to meet the needs of the client.
* Experienced in developing **Test Plans** and **Test Cases** for different types of software testing.
* Proficient in creating automation scripts using the various HP automation testing tools e.g. Selenium, **LoadRunner**,**QTP/UFT**, **WinRunner**, Unix scripts
* Expertise in **Quality Center (QC)/HP ALM** to manage the testing process and expert in preparing Traceability Matrix
* Extensively used **Quick Test Professional (QTP/UFT)/Unified Functional Testing (UFT)/VB Script** to perform functional, regression testing and smoke test.
* Experienced in testing Stand-Alone, Client-Server and Web-Based Applications.
* Extensive knowledge of **SDLC** (Software Development Life Cycle) methodologies.
* Performed Back End Testing by executing **SQL queries**. Knowledge of Stored Procedures.
* Experienced in designing, scripting, executing and analyzing enterprise volume and performance tests, conducting database, web – application servers tuning / baselines initiatives.
* Involved in maintaining **Test Matrix** and **Traceability Matrix** and performed Gap Analysis
* Performed User Acceptance Testing **(UAT**) manually and using automation tools at the conclusion of software functional and performance testing endeavors.
* Performed Database migration from Sybase to Oracle and projects’ migration from Test Director to Quality Center.
* Experienced in performed Data Validation after Database migration using Excel Functions e.g. Lookup & Reference functions
* Good Documentation and Process Management skills with an ability to effectively understand the business requirements to develop a quality product.
* Participated in design walkthroughs and verified QC Test Scripts and results.
* Effective Time Management Skills and consistent ability to meet client deadline.
* Experience with process documentation and process documentation tools- MS Visio.
* Good team player with the ability to lead, manage and work independently in a time sensitive environment.
* Self starter – quick learner. Schedule driven - Results focused. Attention to detail. Strong desire for quality. Tact and diplomacy
* Excellent project planning, design and management skills.
* Excellent communication and presentation skills.
* ‘Test to break’ attitude and ability to take the customer’s point of view
* Good judgment skill to access high risk areas on which to focus testing efforts
* Excellent interpersonal skills with an aptitude to bridge the gap between team members and the client

**TECHNICAL SKILLS**

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| TESTING TOOLS | Selenium IDE, LoadRunner 7.x, ALM 11, Rational Team Test, WinRunner 7.x, Requisite Pro, Clear Quest |
| BUG REPORTING | Quality Center, Rational Clear Quest, Test Director, |
| PROGRAMMING LANGUAGES | VB Script, TSL (Test Script Language), JAVA, PL SQL / SQL. |
| RDBMS | Oracle 8i/9i/10g, MS Access, My SQL, SQL Server, Sybase, DB2 |
| OFFICE SOFTWARE | MS Office (Word, Excel, Access, PowerPoint, OneNote), MS Project, MS Visio |
| OPERATING SYSTEM | Windows 95/98/XP/2000/2003/VISTA/, UNIX/LINUX |
| IMAGING TOOLS | Adobe Photoshop |
| WEB TECHNOLOGIES | SOA, SAP, , J2EE, JAVA, HTML, XML,.NET, UML , ASP.NET, HTML, BEA WEBLOGIC, WEBSPHERE, BEA WEBLOGIC PORTAL, ASP.NET 2.0, WEB SERVICES, TCP/IP, SQL PLUS, SQL SERVER 2005. |
| PROCESS IMPROVEMENT METHODOLOGIES | Statistical Process Control (SPC), Total Quality Management (TQM) Root Cause Analysis |

**Freedom Health, Tampa, FL Jun 2013 - Present**

**QA/EDI Analyst**

Freedom Health is a Coordinated Care plan with a Medicare Advantage contract and a contract with the Florida Medicaid program. I was involved in multiple projects ranging from creating a new application to testing/developing test plans/test cases for OEC. Involved in troubleshooting EDI error handling to completing all urgent service requests. My daily task also included successful upload and download of all member data files for all CMS/OTC/RAPS/OEC/EDI/PD/PV/files and for all other routine Monthly Files.

**Responsibilities:**

* Developed Test Plans and Test Cases for OEC (Online Enrollment Center) per FRH BRD
* Tested the interface between the application and database.
* Automated a new application where financial dept. was able to process inbound/outbound transactions via online web application rather than from a huge XLS log
* Developed, enhanced and maintained various versions of test scripts in MS Excel.
* Conducted Integration testing and regression testing for internal and client facing applications.
* Performed verification and validation and reporting for new products from Freedom Health.
* Executed performance testing against .NET applications to find out the broken codes, working side by side with the developing team.
* Wrote Test cases and scripts through analysis of product specifications and software requirements per FRH BRD.
* Performed Stress Test/ Load test to insure application reliability and scalability when the new members exceeded the existing members by a huge number.
* Performed functional testing, navigation testing, positive and negative testing for logic, PDF, formulary, search, zip code, county, auto populating fields, mandatory fields, PDF content tests, install/uninstall OEC app check test.
* Worked on testing of SAP EDI messages for different inbound and outbound IDOC’s interfaces.
* Testing done to auto generate Member ID verification via backend SQL queries from the database tables validating with the member name, plan, zip code, telephone and fax number.
* Testing done to examine various reports and graphs to study the response time of diverse transactions.
* Involved in extensive Content Check between CMS approved paper document and OEC online forms. Most errors Corrected were: incomplete questionnaire page with missing sentences/spelling errors and incomplete attestation page with wrong dates/telephone number, missing data and incomplete signatures.
* Expertise in Bug tracking using various versions of test logs/scripts in MS Excel.
* Providing HPQC access to various users and resolve all the issues related to HPQC/ HP ALM.
* Performed Database Integrity Testing conducting data flow through the frontend to Back-End Testing for Oracle databases using complex SQL queries.
* Managed 837D (Dental Claim) / 837 (P/I) transactions.
* Created 834 data source for EDI mapping between source model and target model.
* Troubleshoot EDI error handling on Delta Tool (mapping Errors).
* Performance Testing done to produce daily refresh graphs and distribute the summary report emails to the team daily. After which, in daily basis, entered timestamp manually into Data mart refresh log for FHOD and FHODVM servers from data mart tables via running SQL Query.
* Promptly completed all routine and urgent service requests related to CMS, OEC and EDI.

**Environment:** Manual Testing, EDI X12N 5010, Liaison Delta 5.1, DCC, OTC NOW, OEC, CMS Gentran Mailbox, Anion FTP, Quality Center, JAVA, Oracle Database, .Net, UNIX, SAP, Windows 2007/XP and Internet Explorer, SQL, SSIS/ETL MSOffice, VB Script HTML, XML.

**International Business Systems, Chicago, IL Jan 2012 -May 2013**

**QA Analyst**

IBS is a world leading provider of supply chain management software and services to distributions and manufacturing companies. The project involved developing the Warehouse Management Software that would help in efficient handling of physical flow in the warehouse and optimize the use of space. Another objective of the development was to achieve sharpened customer service through cost saving logistics solutions. I was partly involved in UAT and partly assisting in writing business requirements for their legacy application known as Logistics Optimizer according to business process flow spreadsheets representing the requirements. The main responsibility was to validate the changes to the process flows to ensure they cover 100% requirements.

**Responsibilities:**

* Understood requirements and developed use cases for developers
* Developed and executed scripts using SQL TOAD
* Verified the expected results by implementing Test Cases.
* Responsible for the generation of the Load Runner Analysis files based on the Load Runner results file generated by the load test.
* Manually conducted Sanity testing and Smoke Testing
* Assisted business analyst in imparting user knowledge to prepare use cases for the warehouse management system
* Used SQL queries to perform Back End Testing
* Reviewed and analyzed test results of system test to make sure the test meet the user requirements.
* Mapped bugs to test cases using Test Director
* Used Gap Analysis to rectify gaps in the requirements and test case mapping in the requirements traceability Matrix.
* Created Test Matrix to keep tabs on the testing effort.
* Involved in Usability Testing to ensure user friendliness of the Application Under Test (AUT)
* Participated in Walkthroughs and Inspections involving the development and testing teams.

**Environment**: Windows NT, Windows 2000, HTML, XML, SQL, Oracle, QTP/UFT, Test Director, Quality Center, JAVA, Load Runner

**Bank of America, Chicago, IL Jul 2010 – Dec 2011**

**QA Analyst**

Bank of America is the largest commercial bank in the United States in terms of deposits, and the largest company of its kind in the world. Bank of America is now the largest issuer of credit, debit and prepaid cards in the world based on total purchase volume, as well as the largest consumer and small business bank in the United States.OOS stands for Object Orchestration Service. OOS is an Enterprise wide middleware system, built on the web Methods Integration Platform line of products. OOS acts as the middle layer and serves to connect the Bank's various UI clients (User Friendly Front End systems); with the bank's back end legacy data stores.

**Responsibilities:**

* Environment: Involved in the Full Lifecycle of the Software Development.
* Worked with the Business Analysts and Business users to understand business needs and requirements
* Wrote test plan and test cases based on business requirements and product release document
* Developed automation test scripts using Quick Test Professional 10.0
* Executed automated test scripts and maintained test results for regression tests.
* Inserted check points and output values to verify and validate the data against the expected results
* Used parameterization and created reusable actions to minimize the automation maintenance time.
* Prepared Test requirements, Test plans and Test.
* Designed the Load Runner scenarios with various user-mix incrementing in constant ratios, till the peak load is achieved.
* Worked closely with Development team and production maintenance team.
* Worked with Performance Test Lead and identified Performance Test Scenarios. Reviewed Performance Test results.
* Worked with Operations on monitoring production on daily basis.
* Generated weekly status reports and forwarded to QA Manager.
* Used Quality Center for generating Requirements, Test Sets, and Test Plan and for reporting defects.
* Worked with Stakeholders on signing off the new releases and emergency fixes.
* Maintained excellent relations with development team and Stakeholders.

**Environment:** Java, HTML, Mercury-Quick Test Professional 10.0, Quality Center 10.0,Load runner, IBM Websphere, Oracle 9i, Microsoft Visual Studio.

**Emblem Health Care, New York Jun 2009 – Jul 2010**

**Manual Tester**

This project covers all functional areas of a Health Care Center. Project was aimed to computerize all the paper work done by the nurses and other staff in the hospital environment. It deals with different modules like Patient Module, Doctor Module, Bill Module and Inventory Module for different functionality. Tested all the applications and validated reports of Patient and Inventory Modules.

**Responsibilities:**

* Preparing the test plan
* Preparing the test cases, upload into Quality Center
* Responsible for running test cases and posting defects into Quality Center
* Performing regression testing.
* Report the status to the client on daily/weekly basic.
* Involved in all stages of software Development Life Cycle such as analysis, design, development, testing and documentation.
* Direct interaction with the client.
* Involved in conducting Black box testing of the application.
* Regression Testing for New Change Requests and Enhancements Helping team members in environment setup and test execution
* Logging and Tracking the bugs using QC
* Providing daily/weekly status update to the onsite coordinator
* Involved in User Acceptance testing (UAT) to validate the application, to check that the application properly reflects business functions and requirements.
* Providing different statistics/information on the project status to the managers.
* Analyzing and evaluating the new work items (projects)
* Performed End to End testing manually
* Performed Functional, Negative and Positive Testing on the application.
* Handling tele-conferences with the onsite/offshore teams.
* Executed the test scripts and compared the Actual and expected results.
* Conducted database testing using SQL queries and validating the data at Backend.
* Involved in Analysis, Design of Test Cases, Review, Test Execution, Status Reporting of Project by using Mercury Quality Center
* Involved in Interaction with Developers and Reporting Defects and Defect Fixing and Clarifications

**Environment**: Quality center, Windows XP, Manual Testing, Black Box Testing and Java