**Gopal Thapa**

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**Career Summary**

* 7+ years extensive experience as a Quality Analyst in Healthcare Industry.
* Experience in Information Technology with the emphasis on software Quality Assurance/Testing.
* Proficient in testing Client/Server and Web Based Applications.
* Strong knowledge of MMIS.
* Tested the HIPAA EDI (X12) transactions 834, 837/835, 276/277, 270/271 according to the requirement test scenarios
* Profound understanding of insurance policies like HMO and PPO and proven experience with HIPPA EDI transaction codes such as 270/271(inquire/response health care benefits),276/277(Claim status), 834(Benefits enrollment), 835(Payment/remittance advice), 837(Health care claim).
* Expertise on various Electronic Data Interchange (EDI) transactions.
* Expertise in analyzing system and functional specifications used cases, Business Requirements and business rules to prepare Test Plans and design Test Cases.
* Performed extensive Backend Testing of the applications using SQL Queries.
* Well known with flow of EDI transaction processing through trading partner to the core database and also known the process for External database for the facets system.
* Able to work independently as well as in a Team Environment.
* Effective Time Management skills and the consistent ability to meet client deadline.
* Possess strong problem solving skills with the ability to adapt to a new environment and meet deadlines.
* Expertise in Testing of Client/Server and Web based applications.
* Experience working in a FACETS environment and I have gained extensive knowledge about various modules.
* Proficient in unit testing, system testing, configuration testing, regression and end to end testing.
* Strong IT research, software analysis and design skills.
* Experience in Backend Testing on distributed databases using SQL queries.
* Strong experience in working with the databases such as Oracle, SQL Server, and MS Access and wrote SQL queries for Backend Testing.
* Optimum use of documentation to avoid any form of miscommunication or misinterpretation during the entire software development process
* Excellent communication and organizational skills with the ability to adapt to a new environment.
* Experience in facilitating meetings with clients to discuss and sign-off on the document.
* Conducted User Acceptance Testing (UAT).

**TECHNICAL SKILLS:**

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| **Testing Tools** | HP Quality Center, ALM, Test Director, Team Foundation Server/ Microsoft Test Manager, SOAPUI, Compliance Sheriff/Deputy, Load Runner, Quick Test Pro |
| **Defect Tracking Tools** | Test Director/Quality Center, TFS, JIRA |
| **Databases** | Oracle, MS SQL Server, TOAD, MS Access, DB2 |
| **Office Tools** | MS Office Suite, MS Visio, MS SharePoint, |
| **Operating Systems** | Windows (XP, Vista, Win 7, Win 8), Unix, Linux |
| **Methodologies** | Waterfall, Agile/Scrum |
| **Languages** | XML, HTML, JavaScript, VB Script, SQL, JAVA |

**Blue Cross Blue Shield /NMIC, Fargo, North Dakota May 2015- Present**

**Sr. QA Analyst**

Blue Cross Blue Shield Noridian Headquarter in Fargo North Dakota, is one of the well-known health insurance companies. They provide managed care services targeted to government-sponsored healthcare programs, Focusing on Medicaid and Medicare. I was working as Quality Assurance Analyst in the Project "Endeavor" Worked on Noridian Medical Portal(NMP 2.0) Combined External and Internal users of NMP 1.5 upgrade Project, which included Eligibility, Claim, Appeal, Finance, Same or Similar and Prior to Authorize phase for CMS Database upgrade and Validations, Surrounding Apps. Each Module for NMP 2.0 upgrade and its surrounding Admin, End user, Vender Admin, Vender End User.

**Responsibilities:**

* Performed functional system/integrated testing of software delivered from Applications Development and/or external vendors.
* Organized the Defects Triage Meeting everyday assign defects to developers
* Reviewed and Analyzed the Use Case Documents and prepared test plan and test cases based on those.
* Used SOAP over http to Implement Web Services and Consumed and published XML web services in the application.
* Identified Content needs and documented appropriate error messages and content to be displayed using Team site/CMS.
* Worked with providers and Medicare or Medicaid entities to validate EDI transaction sets or Internet portals.
* Used Function, Loops, Select case and lots of other Automation scripting to write test cases and execute  scripts
* Contributed and adhered to Requirements Traceability Matrix ensuring quality delivery.
* Processed and adjudicated 835 ITS Claims in FACETS.
* Worked with application programmers to resolve defects identified during the system test
* Executed each script to identified defects prior to delivery of software in a production environment
* Facilitated/Tested review of Eligibility, Claims, Appeal, and Financial, Same or Similar and Prior to Authorize portlets’ designs with architects and developers to ensure that the goals of the Web portal requirements were satisfied.
* Assisted in capturing and documentation of metrics in support of software testing
* Assigned severity levels to each test issue discovered during the test cycle
* Provided support for User Acceptance Testing
* Responsible for develop and execution of the Soap UI Automation Test scenarios, suites and cases for Functional, Integration, System, Performance & Regression Testing/ Automated functional testing using with Microsoft Test Manager
* Created Test data, Input files to ensure it complies with specifications and presents sound recommendations through thorough analysis.
* Sorted claims and member data tables from database using SQL queries.
* Analyzed business requirements, system requirement specifications and responsible for documenting functional requirements in Project Server and Share point
* Performed System Integration, Regression, Parallel and Security Testing.
* Wrote test plans and conducted testing. Became the IT expert on the Content Management System (CMS).
* Developed Test Strategy, Test Plan, Test Cases (Functional and Non-Functional) and Test Scenarios from Functional Specifications Document (FSD) and Business Requirement Document (BRD) in a reusable state. .
* Performed legacy DB2 Testing to cross check new database entity relations.
* Perform End-to-End Testing of providers
* Tested the HIPAA EDI transactions 834, 837/835, 276/277, 270/271 according to the requirement test scenarios.
* The Targeted testing for most of the projects were testing of Benefits, Claims Payment, Authorization, Pricing, Readiness Review.
* Performed Functional, Regression, and system testing of various Facets modules involved in claims processing, members and providers.
* Worked on 834 Direct Enrollment of ICD-10 codes and qualifiers including Integrity Testing, Requirement Testing, Situational Testing, Specialty or Line of Business Testing and Trading Partner Testing.
* Worked closely with offshore and onshore development teams, Business Analysts on attaining testing goals, defect logging process and UAT support.
* Authored and implement test automation designs, test cases scripts and test case automation suite.   
  Took ownership of product components and features.
* Wrote extensive SQL queries for Back End testing
* Performed back end testing on ORACLE and MS-SQL Server Databases using PL/SQL and MS-SQL SERVER queries.
* Use of tools including Project Server , Share Point and Load Runner center to perform job execution, MTM and TFS for development and execution of test cases.
* Team Foundation Server to monitor, track and report various states of the defects including success rate, failure reports.

**Environment:** HP ALM, IBM Mainframes, UNIX, DB2, J2EE, Web Logic, XML, HTML, SoapUI.

**Leon Medical Centers Health Plans Inc., Miami, FL**

**Oct 2013- April 2015**

**QA ANALYST**

Leon Medical Centers Health Plans, Inc. was established to meet the needs of Medicare patients of Leon Medical Centers. This project at Leon Medical Centers Health Plans was undertaken to integrate the newer version Facets 4.71 with the existing system and the entire company’s landscape. I worked as a QA Analyst to work closely with project team to identify user's business requirements, interpret complex business needs and translate them into system requirements, write business specifications and forward to technical staff for system integration.

**Responsibilities:**

* Analyzed system requirements and developed detailed Test plans.
* Performed Manual as well as Automation Testing.
* Wrote Test Cases and Test Strategies on business requirements.
* Performed Smoke, System, Integration, Unit, Regression Testing and User Acceptance Testing.
* Conducted manual testing to verify expected results.
* Involved in the processing of the ITS claims on the Blue Chip Band then uploading the test results in the Quality Center according to test acceptance criteria.
* Participate in weekly meetings for reviewing progress and future testing efforts.
* Participated in walkthrough meetings and inspection meetings to review.
* Strong knowledge and extensive experience in Health care systems: FACETS, Medicare part A, B, C, D and Medicaid system.
* Maintained knowledge of Medicare and Medicaid rules and regulations pertaining to the Facets configuration and evaluating the impact of proposed changes in rules and regulations.
* Performed manual testing for screen navigation.
* Extensively worked on different kinds of joins and operators to fetch data from multiple tables.
* Analyzed the performance based on the reports generated.
* Worked on Soap UI to execute and test Real time Transactions
* Reported defects using defect management tools such as Quality Centre and Clear Quest.
* Worked closely with the production development team to ensure stability.
* Worked under waterfall model during the entire project.
* Worked on UNIX platform and experience in backend testing by executing SQL Queries.
* Developed SQL Queries for backend testing.

**Environment:** SQL Server 2000, Oracle, ALM/Quality Center, UML, MS Office, Toad, Clear Quest, UNIX.

**Humana Health Care, Louisville, KY**

**Jan 2012- Sept 2013**

**QA Tester**

Humana Inc., headquartered in Louisville, KY., is one of the nation's largest publicly traded health benefits companies, with approximately 9 million Medical members. The project included the HIPAA Business Analysis and Quality Assurance testing activities and involves in HIPAA compliance, Claims and Insurance and provides the different plans - to employer groups, government-sponsored plans, and individuals.

**Responsibilities:**

* Formulated detailed test plan using Rational Test Manager, after analyzing business rationale and software requirements
* Involved in conducting Smoke and Sanity Tests
* Used Rational Robot for GUI tests and tested GUI standards of this application
* Developed test automation scripts using Rational Robot for Unit testing, System Testing, Regression Testing, Functional Testing
* Responsible for attaining HIPAA EDI validation from Medicare, Medicaid and other payers of government carriers.
* In-depth knowledge and extensive experience in Health care systems: FACETS, Medicare part A, B, C, D and Medicaid system.
* Tested EDI X12 transactions like 270/271 (Eligibility inquiry and response) /834 (Enrollment) /837 (Claims) /835 (Remittances)
* Tested processes related to Member enrollment, Member Eligibility, Claims, Utilization management.
* Wrote HIPAA Gateway test cases and verified inbound and outbound file extracts.
* Performed the data analysis and data mapping for different source system including mainframe system, data warehouse and database to target system, database, and allocation for the Medicare part D – Prescription Drug claim.
* Good knowledge of Pharmacy Benefit Management (PBM) adjudication and PDE reporting.
* Performed the Backend Testing to ensure data consistency on front end by writing and executing SQL Statements on the database.
* Conducted User Acceptance Testing
* Interfaced with developers to resolve technical issues and investigate software faults.
* Enhanced Test Scripts using SQA basic to achieve test objectives.
* Validate EDI Claim Process according to HIPAA compliance.
* Tested HIPAA regulations in Facets HIPAA privacy module.
* 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.)
* Designed and updated Test Matrix and Traceability Matrix.
* Used Rational Clear Quest for Tracking Defects, Enhancement Requests, assign work activities and assess real status of project throughout life cycle
* Checked the functionality of the website.
* Took part in meetings and reviews with the project team to ensure that bugs are fixed and their status is updated
* Involved in Verification Process on a regular basis using checklists.
* Interacted with end users for conducting User Acceptance Testing and signing off.

**Environment**: Oracle, SQL,Facets,HP Quality Center, MS Office Suite, UNIX.

**Denver Health & Hospital, Denver, CO**

**Jan 2010– Dec 2011**

**QA Analyst**

Denver Health is Colorado's primary “safety net” institution. The project was undertaken as part of Statistical and Financial Analysis of Colorado Access (CA) for (Medicaid) line of business to Increase Medicaid HMO reinsurance reimbursements. The various parts of project consisted of Preparation of summary and detail worksheets regarding claim activity and utilization, Accumulation of data regarding claim payments, denials and denial reasons out of MMIS extract for Medicaid FFS and Medicaid HMO product, Redesign comprehensive business processes for capturing and analyzing Medicaid/CHP Plus financial data.

**Responsibilities:**

* Participated in technical reviews of components developed and analyzed functionalities, interacted and communicated with the customers, project managers, and other technical team members and passed the customer expectation to the technical team, development team and testing team.
* Has worked on Medicaid and Medicare enrollment for Colorado Health and Hospital.
* Developed high level test plan and test script execution process documents and documented the entire QA process and did knowledge transfer to the maintenance team for the future releases.
* Prepared ETL and Reporting test cases for requirements.
* Performed GUI/ Usability testing manually.
* Worked on UNIX shell scripts and executed UNIX commands
* Extensive use of SQL queries to develop mock data for testing, contributed for UI navigation testing, testing the functionalities.
* Wrote SQL scripts to do the data integrity testing.
* Wrote **SQL** queries and performed Back-End Testing for data validation to check the data integrity during migration from back-end to front end.
* Prepared Test Scenarios based on business requirements and business
* Maintained Requirement Traceability Matrix.
* Managed requirements, test cases and test scripts using Quality Center.
* Reported directly to the QA manager and informed on issues and the status of work by submitting weekly status reports.
* Prepared ETL and Reporting test cases for requirements
* Involved in testing of EHR from the various systems.
* Extensive use of SQL queries to develop mock data for testing, contributed for UI navigation testing, testing the functionalities.
* Used UNIX commands to view and extract reports from Unix to Excel.
* Used Mercury Quality Center for tracking and reporting defects found during the functional and regression testing and followed up on the bug life cycle
* Responsible for smoke testing during the release and testing the UI navigation and managed the application version using Clear Case.
* Written SQL queries for testing ETL and Reports.
* Worked with the development and testing teams to accomplish timely release objectives.
* Prepared project related Presentations and provided Reports to Higher Management.
* Facilitated User Acceptance Testing (UAT) with the stakeholders and the business users. The errors that were discovered were fixed and then verified via Regression Testing.
* Interlaced with the Users for the User Acceptance Testing (UAT)
* Conducted Alpha, Beta and UAT testing.
* Responsible for User Acceptance Testing before the final phase out.
* Participated in development of Training Materials for the new technology and organizing User Training.

**Environment**: Mainframe, Oracle 10g, SQL,Mercury Quality Center, MS Office Suites, Unix

**Education**:

* Bachelors of Computer Applications.