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**SUMMARY**

* Over 7 + years of experiences as a Software Quality Assurance Analyst with knowledge in PBM & Healthcare domain.
* Good knowledge of Software Development Life Cycle (SDLC) methodologies like Waterfall, **Agile** and SCRUM.
* Extensive knowledge of SDLC (Software Development Life Cycle) methodologies.
* Performed Back End Testing by executing **SQL** queries.
* Experience in working with different modules of Quality center such as Requirements, BPT, Test Plan, Test Lab and Defects.
* Excellent Working Knowledge of HIPAA, Claims Processing, FACETS.
* Experience with ICD-9/ICD-10 and HIPAA 4010/5010 Transaction Requirements.
* Involved in maintaining Test Matrix and Traceability Matrix and performed Gap Analysis
* Performed User Acceptance Testing (UAT) manually.
* Experience working on **HIPPA ANSI EDI 4010/5010 conversion** and Health Plan premium payments for **MMIS**
* Experience in claims adjudication, billing, provider, eligibility and prior authorization for **Medicare**, **Medicaid** and **MMIS** Programs.
* Worked with **EDI 837, 835, 835, etc**.
* Good knowledge in HIPAA **EDI 4010 and 5010** with **ICD-9 and ICD-10,** analysis & compliance experience from, payers, providers and exchanges perspective, with primary focus on Coordination of benefits
* Experience in manual, black box, functional, regression and UAT testing of web-based applications in multi-tier architecture environment.
* Tested Webservices, XML, WSDL, using SoapUI tool. Modified end points when we worked on different servers and different versions of web services.
* Experience in testing Web Service (SOAP, API)
* Hands on experience in executing **SQL** queries and validating PL/**SQL** blocks.
* Performed Back End Testing by executing **SQL** queries on Window
* A team player with excellent in communication and presentation skills and the ability to manage and work independently.
* Excellent analytical skills and have proven ability to perform multiple tasks in a high-pressure environment.
* Extensive experience in using defect tracking tools like Quality center, Test Director, Internal tracker and version control tools PVCS.

### TECHNICAL SKILLS

Methodologies : **Agile**/ Scrum, Waterfall

Operating Systems : UNIX, Windows-7 / XP/ NT / 9X / 2000X

Testing Tools : QTP, HP Quality center, Win Runner, Clear Quest, JIRA, SOAPUI, Test Director

### Languages : Oracle PL/SQL, DB2, Sybase

Scripts : VB Script and UNIX Shell Script

### Data bases : SQL Server, Oracle, SQL\*Plus, Toad, DB2 & DB2/400

### Middleware : IBM Web Sphere MQ Explorer

MS-Products : MS Word, MS Excel, MS Project, MS PowerPoint, MS Visio

**PROFESSIONAL EXPERIENCE:**

**Presbyterian Health, Jersey City, NJ Apr’2013–Feb 2015**

**Sr. QA /Web Analyst**

The project involves in developing a health care billing and patient data warehouse with data from heterogeneous sources, which is used to analyze the information depending on different aspects. Epics dynamic online analytical processing tool Clarity is used for creating reports, queries, graphs, and charts for on-screen display and printing.

**Responsibilities:**

* Reviewed design documents & business requirements to learn the function and scope of the application.
* Involved in writing and implementation of the Test Cases.
* Prepared documents for Unit, Integration and System Testing of Software development life cycle.
* Conducted Functionality testing during various phases of the application using QTP.
* Analyzed and Validated test results to ensure existing functionality and recommend corrective action where necessary.
* Interacted with developers, business analysts and discussed technical problems and reported bugs.
* Represented as the point of contact in the HIPAA 4010 core team for responding to any questions / queries related to technical support.
* Created Automated Test Scripts against Web Portals of MyHumana Customer Rep & Portal, and RightSourceRx using HP QuickTest Professional (QTP) & VB Scripting language,
* Prepared Best Automation standards and followed the same.
* Worked with Multiple Object Repositories.
* Recorded test using selenium IDE and export test Selenium RC.
* Created test script using webdriver.
* Prepared test cases and scripts utilizing TestNg annotations.
* Create Junit test case ,summary reports and status report
* Performed Backend Testing in verifying Web Portal transactions & DB Constraints by writing Structured Query Language (SQL) queries using SQL Developer.
* Formulated and executed test cases as per requirement and design documentation.
* Involved in discussion with subject matter experts during gap analysis sessions to identify the areas of impact to Gateway, Backend Systems and Front end Systems for the 5010 remediation.
* Verified and Validated the Automated Test scripts.
* Designed Test cases for mobile app requirement use cases.
* Designed Test cases for native and webview app.
* Execute Test Cases to Multiple Devices like Android Phone (Galaxy, Samsung, HTC), Iphone (4, 4s, 5), Ipad and Android Tabloid.
* Automated the test cases, which we get from the functional testing team.
* Develop the test bed for the regression testing which have to be on every monthly release and maintain the scripts with any new changes to the application.
* Tracked and reported defects using Quality Center.
* Participated in all phases of the Software Testing Life Cycle.
* Developed test related documents including Test Plans, Test Procedures, Test Cases and Test Scripts.
* Conducted Integration, Regression, Acceptance, Functional, and Performance and Multi-User tests.
* Validate compliance with business requirements in System Test and UAT Environments.
* Utilized test Methodologies and automated the functional testing.
* Performed Data Driven test using test data from Excel files and also created different checkpoints.

**Environment**: Quality Center 8.2,9.0, QTP 8.2,9.0, VB Script, JIRA, Selenium, Webdriver, Android, iOS, Agile Methodology, UNIX, Oracle, Visual Basic, MS-Office, Windows XP/2000/NT, XML and HTML

**Care Source, Dayton, OH Aug 2012- Feb 2013**

**QA Web Analyst/ Automation Tester**

Care Source is a nonprofit managed health care Co and one of the largest plans in US. There were multiple ongoing projects at where multitasking was a key to success. The project was related to conversion of ICD-9 CM and PCS codes to ICD-10 (Clinical Modification and Procedure Coding System) codes and conversion of all EDI HIPAA X12N-4010 transactions to HIPAA X12N-5010 version and prepares necessary supporting mapping/crosswalk documents as part of project deliverables.

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| **Responsibilities:**   * Responsible for testing the Navigation Flow, Functionality Testing, System Testing and User Acceptance Testing. * Reviewed Medicaid policy and billing requirements and documented needed changes to policies and billing manuals related to **ICD 10** through facilitation with internal CS program areas. * Involved in Requirements validation for **ICD 9 and ICD 10** * Analyzing enhancements required to be made to **ICD 9 and ICD 10 /HIPPA** electronic Transactions Standards , To test proposed advancements (837i. 837p , 835, NCPCP) * Tested WebServices, XML, WSDL using SOAPUI tool. Modified end points when we worked on different servers and different versions of Web Services. * Documented business needs for **ICD10** resulting from the HIPAA 5010 gap analysis. * Worked on the **ICD9 to ICD10** crosswalk and coordinated the development of the crosswalk solution. * Followed **Agile** methodology for full life cycle of project. * Using webservices to send out the updated information to different system by AWD supports. * Created several Test Cases and Test Conditions for testing various **Claims**, Membership, Billing and Provider reports * Tested various versions of handheld devices to perform cross platform and browser compatibility testing. * Worked on supports HL-7 codes, ICD-9, **ICD 10** codes to reimburse the claims for the providers. * Performed Security Testing in dot. Net using Positive and Negative Testing to ensure appropriate user authentication. * Wrote **SQL queries** to find the appropriate cases for the scenarios. * Execute migration testing, troubleshoot & resolve defects with developers, track defect fix deployments, and validate test results after deployment. * Involved in the development of an Inbound Interface which fetches data from Web Portal and inserts/updates in Siebel. * Performed rigorous manual testing such Functional Testing, Smoke testing, Integration testing, **UAT**  Testing, **Backend Testing,** Regression Testing, End to End Testing and System Testing * Performed “UAT” for 5010 and **ICD 9 and ICD 10** codes. * Actively involved in **Usability**  **testing and Browser testing** * Incorporated HIPAA standards, EDI (Electronic data interchange),Implementation and Knowledge of HIPAA code sets, **ICD-9, ICD-10 coding**. * Participate in reviews throughout the development life cycle * Extensively performed manual testing and defect reporting using  **Quality Center.** * Assisted in developing test plans for testing the functionality, GUI, and security. * Responsible for testing of OPL, COB, Healthcare **Claim** Pricing, Healthcare **Claim** Benefits, End to End **Claims** **Processing** * Performed manual testing, considering the base line of developed test plan and test cases considering both positive and negative scenarios * Created different pricing rules and verified whether the adjudication system is using the rules while adjudicating the **Claims.** |

**Environment:** **SQL**, VB Script, DB2, **Oracle**, MS Visio, XML, HIPPA, MS Outlook, ICD, **Web Services**, JAWS, **Quality center,** QTP,

**Allstate, IL Jan 2011-Jul 2012**

**Role: QA Tester**

Allstate insurance has an agency web portal from the agency **web portal** we apply for the new proposal. Once submitting to the Allstate insurance, we need to verify the proposal is properly mapped to Allstate insurance is e-commerce web **Application** and once it is there on Allstate insurance web portal we need to verify all the data is mapped to the respective fields in the web application and need to verify the premium amount for that policy.

**Key Responsibilities**:

* Reviewed and Analyzed the System Requirement Specs and understand the control flow of the whole system.
* Follow the Agile methodology due to the continuous change of requirements.
* Performed Ad-hoc/Exploratory testing prior to automate the testing on the application.
* Developed re-useable code to share functionality with different tests, thereby providing easy to maintain.
* Excellent working knowledge of designing & implementation of all QA test strategy plans manually and automated test solutions for client/server and Web applications with Quick Test Pro.
* Administration and Automation framework implantation in QTP
* Excellent Descriptive Programming Knowledge in VB Script for QTP writing the functions from scratch.
* Develop all required test plans for each release of the software product.
* Performed Business Processes Testing (BPT) for typical Functionality.
* Review and approve test cases written by other QC staff members prior to execution
* Write, present/distribute and maintain testing documentation; including release notes, release forms and other necessary testing reports
* Involved in database testing in writing the queries in SQL server in SQL Enterprise Manger.
* Developed and executed SQL queries to verify the data Integrity.
* Interacted with Database Developers during testing, isolated at different levels of Database Testing.
* Work with Professional Services to identify defects in products in the pre-production or production environment and posted in the team foundation server(TFS)
* When identifying defects, make recommendations to prevent future similar defects.
* Analyze defects looking for and documenting patterns to identify commonality.
* Assist Sr. Quality Control Test Manager in measuring the effectiveness of the testing effort by tracking trends in defects, requirements, test cases and recommending changes to continuously improve the quality control / testing process
* Perform the functional testing of web services using soap scope.
* Build and maintain the Quality Control environment(s) of installed on various desktop computers.
* Configure, maintain and control all test tools; including Quality Center, Quick Test Professional.
* Function as the lead tester / mentor for Automation and other assigned testing projects.
* Create the test environment for the all the flavors of windows and Mac operating system
* Provide expert analysis and acquisition of testing tools for the Quality Control team.
* Effectively communicate test considerations, defects, process initiatives, and general status of projects to the Quality Control staff, functional management and executive management.
* Perform Load and Stress Test By creating V users using Load Runner
* Used Quality center to log defects and generate defect reports and graphs.
* Perform the UAT and Implementation testing of the application.
* Monitored Quality Center to close the bugs/cases as and when developers fixed the bugs.

**Environment:** Quality Center 9.0, QTP 8.2,TFS, Load Runner 9.0, JIRA, .Net Framework 1.1 ASP.NET,C#.NET, AJAX, XML, ,PHP,HTML,CSS, SQL Server 2005, SSIS, SSRS, SSAS MS Excel, UNIX, Windows XP, MAC OS and MS office

**CVS Caremark, Scottsdale AZ Oct 2007 – Nov 2010**

**QA Analyst**

CVS Caremark is the largest pharmacy health care provider in the United States with integrated offerings across the entire spectrum of pharmacy care. Worked for following project:

**Responsibilities:**

* Scripted the Test cases and Test plan and get them reviewed/verified by the Product Owner and the QA Team.
* Conducted peer review of the documents and prepared clarification sheet to resolve the issues with BA and Developers.
* Prepared Test Results Documents for Medicare Part D Silverscript Enhancements.
* Conducted Smoke Testing in QA environment for new Fazal Application Server to ensure services are up and running
* Used **Agile QA methodology** for the entire product life cycle.
* Conducted Pilot testing for PBP (Planned Benefit Package) change in Fazal application
* Performed Positive and Negative testing to test response of the application
* Developed and executed test cases and test Scenarios and followed-up defects using **HP ALM/ Quality Center.**
* Executed scripts manually for Functionality and Regression Testing.
* Performed Configuration and End to End Testing for PBP change.
* Functionally validated **Web Services** delivered in **SOAP XML** format as provided in specification document
* Performed Database testing using **SQL queries** for backend Testing
* Reported testing status to QA team and raising issues and concerns that may impact schedule
* Reported and logged the defect using **JIRA.**
* Used VB Scripting extensively to automate functional test cases using **HP QTP**
* Worked in cross functional team using **Agile** Methodology and participated in **Scrum** meetings.
* Provided support and data as of when needed to the Developer and Performance Team
* Attended Weekly status meeting in reporting and provided a weekly report that includes test metrics consisting of status reports, target and deadlines.

**Environment:** Windows, **HP Quality Center**, **SQL**, **Oracle**, **SOAP**, **JIRA,** MS Office Suite, JAVA, SharePoint, HP QTP,