## CAREER SUMMARY:

* Over **7+ years** of industry wide experience as a QA Engineer. Extensively worked as a Quality Assurance and understanding responsibilities in QA plan formulation, developing project plans, communication plans and implementation.
* Good understanding of health insurance policies like HMO and PPO and proven experience with HIPAA 4010 **EDI** transaction codes such as 270/271(inquire/response health care benefits),276/277(Claim status), **835(Payment/remittance advice)**, **837(Health care claim).**
* Strong business knowledge of Healthcare sector and very good knowledge about Faucets, HIX and proven experience with EDI transaction 837 and 835
* Good working experience in analyzing changes and identifying areas of applications to be regression tested.
* Expertise in reviewing requirements, functional and design specifications.
* Strong Knowledge on CMM and Six Sigma Methodologies standards.
* Well-versed with all stages of Software Development Life Cycle (SDLC) and Software Testing Life Cycle (STLC).
* Expertise in working with **Agile, RUP, SCRUM and** Waterfall testing methodologies.
* Well- skilled with various testing methodologies, testing types, testing techniques and Quality Work Products.
* Proficient in formulating test plan and Requirement Traceability Matrix.
* Hands on experience in writing test plans, test cases, developing and maintaining test scripts.
* Experience in developing Software **Test Plans, Test Case Design, Test Scripts, Integration Testing, System, Functional** , Regression Testing ,GUI, and database testing.
* Extensively used Blackbox testing Techniques.
* Expertise in **SQL** Scripting and exposure in understanding stored procedures and involved in study of Database Design Process.
* Expertise in creating Bug Reports using tools like Test Director/Quality Center.
* Hands on experience with Databases **Oracle, SQL Server and** writing **SQL** Statements.
* Detailed knowledge in Object Oriented Programming Techniques.
* A motivated, sincere, committed, quick learner, detail-oriented team player with good communication, analytical, leadership, interpersonal and problem solving skills
* Assisted Business Analyst in **UAT**.
* Conducted extensive review and analysis of existing QA methodologies and development practices and worked on the continuous improvement to yield effective solutions.

**TECHNICAL SKILLS**

Project Methodologies : RUP, Waterfall, Agile, SCRUM, V

Web Technologies : HTML, XML, JavaScript, VBScript

Defect Tracking Tools : **ALM/Quality Center**, Clear Quest, Bugzilla

Operating Systems : UNIX/Linux, Windows, Mainframe, DB2

RDBMS : MS **SQL** Server, Oracle, DB2, Sybase

Business Applications : MS Word, Excel, PowerPoint, Outlook, Visio

Testing Tools : QTP, **ALM/Quality Center**

**PROFESSIONAL EXPERIENCE**

**Florida Blue, Jacksonville, Florida Apr 2013–Present**

**QA Analyst**

I worked on the claims processing module of the Group Approval Process (GAP). The claims processing module involved Receipt and Verification of Claim Forms (837) and Claims Attachments (275), Claims Enquiry and Response (276/277), Enrollment Implementation Format (834), Adjudication, EFT and ERA (835) as per HIPAA guidelines. I was involved in the development of the claim management data warehouse to assist claim professionals to analyze and administer the claims in an efficient manner. The operational data came from multiple sources and was then loaded into claim management data warehouse.

**Responsibilities**:

* Created Test Plans, Test Cases to depict the flow of Claims Inbound and Outbound of THP.
* Validated data at the Backend to ensure that all the Claims related data has been loaded to the corresponding Data Sets in the Backend and the pricing for these Claims is done as per the Standards.
* Executed ETL scripts to populate all the Priced Claim information from Backend i.e. HP9000 systems to the front-end database like Oracle and SQL Server.
* Involved in writing Test plans, Test cases and responsible for executing the Test Scripts.
* Performed Smoke, Integration, Functional, Regression, and System testing.
* Interacted with Business users and Technical team in providing clear solutions to requirements.
* Involved in testing HIPAA EDI Transactions and mainly focused on the PA and Eligibility Transactions.
* Extensively performed Web Services testing for REST, SOAP, and WSDL.
* Worked extensively on EDI 834 files.
* Used different drivers, JavaScript executor and HTML Unit Driver in WebDriver API.
* Facilitated self service EFT/ERA enrollment for HIP and GHI providers.
* Experience working with HIPAA 4010A and HIPAA 5010.
* Experience in validating and driving the requirements for the conversion of the HIPAA 5010 from HIPAA 4010, this new NCPDP Upgrade supports the HIPAA mandate to be fulfilled for all the EDI transactions i.e. Claims, Claim Status Inquiry/Response, and Payment Remittance etc.
* Involved in documenting the Claims Adjudication process at the Back end AS400 systems.
* Experience testing claims like UB04, UB-92 and claims with single and multiple attachments
* Performed testing for 837I and 837P transactions of the HIPAA 5010 version.
* Transactions focused on were 270,271,276,278,834, 835, and 837.
* Worked Extensively with Inbound 837 I and 837 P, 835s (Outbound) claims processing systems.
* Involved in loading the flat files into Oracle Database and involved in writing Complex SQL Queries.
* Have written and executed SQL queries to ensure that Legacy Id’s are associated with NPI’s appropriately and no Duplicate or Improper allocation of NPI’s are done.
* Have written “having-count” SQL queries to determine the NPI’s that have more than one Legacy Id within the ODS.
* Involved in generating Weekly/Monthly System Test Reports using Quality Center
* Involved in writing Complex SQL Queries using TOAD to validate the loads for Caremark and DEA.
* Involved in executing Maestro Schedules in UNIX Environment.

**Environment:** EDI X12N 5010, EDI X12N 4010, XML, SQL, SOAP UI, MS Access, UNIX, Oracle Run Time, Facets, Windows and Internet Explorer

**Cover Oregon, Durham-OR Dec 2012 – Mar 2013**

**QA Tester**

The Cover Oregon/HIX project will create consumer-focused, cost-effective, reusable, and sustainable IT components to operate a Health Insurance Exchange and an Integrated Eligibility System, both key elements of Health Care Reform. The Cover Oregon IT framework will be designed to connect consumers, small businesses, and health plans, and will provide reusability options for other states.

**Responsibilities:**

* Prepared Test Strategies, Test Plan and Test Cases as per the business requirements and Use Cases.
* Communicate and resolve issues with State HIX Exchange Enrollment teams.
* Designed the **usability testing** session for **HIX** tool on Medicare.gov website including user scenarios and surveys and compiled the results for review by the stakeholder leading to an improvement in the design of the website.
* Prepared test report for integration of new product with core application in order to create and maintain enrollment data from various channels (e.g., broker, portal, HIX).
* Support the process of enrolling individuals into qualifying healthcare plans for the Healthcare Exchange in a timely manner while also monitor and research membership loads, errors and missing files
* Tested HIPAA Gateway Application Interface for all inbound and outbound messages (Healthcare Eligibility 270 and 271, Healthcare Claim Status request 276 and 277, Healthcare Claim 837 and 835)
* Developed and maintained functional and regression test scripts using QTP.
* Extensively performed Web Services testing for REST, SOAP, and WSDL.
* Worked extensively on EDI 834 files.
* Used different drivers, JavaScript executor and HTML Unit Driver in WebDriver API.
* Carried out stress testing by introducing rendezvous points in the script
* Coordinated and ensured environment setup and availability of infrastructure required for testing.
* Collaboratively worked with Capacity Planning to obtain the performance expectations of performance scenarios to be executed, provided results to validate current forecast models, and for future infrastructure architecture planning.
* Performed various kinds of testing like Smoke, Functional, Integration, Interface, Regression, Load, Stress testing of web based and client/server applications.
* Worked deeply into Web Services Testing using SOA, SOAP, Soap UI, XML, etc.,
* Document and analyze business requirements, functional requirements, system capabilities, and detailed design.
* Performing quality assurance functions covering the full software development life cycle, including development and implementation of test plans, test infrastructure and project plans.
* Written smoke test cases in HP Quality Center and modified them when they are automated.
* Prepared and executed test cases for Navigational test, Functionality testing and GUI testing using Test Director.
* Utilized corporation developed Agile SDLC methodology. Used Scrum Work Pro and Microsoft Office software to perform required job functions.
* Good experience in performing Web Services Testing using SOAP UI tool.
* Manage timeslots, view user reservations, and monitor availability of time and resources Manage timeslots, view user reservations, and monitor availability of time and resources.
* Created requirements analysis and design phase artifacts using, Rational Software Modeler and MS Visio to create DFDs, ER diagrams, Use Case, Activity/State chart, Sequence, Collaboration and Deployment Diagrams.
* Tested security test and audit test for this particular system. Performed Black Box, functional testing, end to end testing for world points system

**Environment:** MS Visio, Quality Center, SOAP UI, MS SQL Server, MS Office (Word, Excel, PowerPoint)

**WellPoint Inc, Richmond, VA Dec 2010 – Nov 2012**

**QA Facet Analyst**

WellPoint is the nation's leading health benefits company serving the needs of approximately 35 million medical members nationwide. The project at WellPoint included the upgrade implementation of health care solutions “FACETS**”** in its system. As a Quality Analyst, I was involved in the implementation of Claims, and member/subscriber modules in the system.

**Responsibilities**

* Developed Test scenarios, Test Scripts and **Test Cases** based on Requirements, Detail Specification Document’s and GAP documents.
* Involved in coordinating with SME to discuss different scenarios at the time of scripting **Test Cases**.
* Implemented a uniform QA process for dev team, business members and test team to follow.
* Create test deliverables and perform testing for internally developed or external purchased products
* Coordinated team of QA resources to perform the testing related activities through all phases of STLC
* Worked on different EDI scenarios for batch **Processing**.
* Running smoke tests and daily health checks in QA environment to ensure services are up and running
* Performing Multiple rounds of Test Execution using HP Service Test across various releases of services
* Running queries against databases to verify the correctness of XML response
* Involved in System and Regression testing for 278, 837 and 835 files for Medical and Institutional Claims
* Document request/response XML's, test procedures and functional/technical findings from the test run
* Involved in XML validation for Claims payment against XSD
* Involved in reviewing complex **SQL** queries, views, functions and stored procedures and spotting issues before/during code migration.
* Validated Claims process using FACETS
* Analyzed mandatory and the situational fields and compared with the user manuals for EDI.
* Worked with Claims, enrollment, eligibility verification for members and providers, benefits setup, fee schedules and backend payment cycle in Claim Processing system.
* Extensively used **SQL** statements to query the Oracle and DB2 Database for Data Validation and Data Integrity.
* Coordinated with onsite and offshore teams for better understanding of client needs and provided quality deliverables.
* Involved in tested online web application to perform GUI testing.
* Involved in 835 files validations at Claim level, Line level, Service level and Transaction level
* Participated/Facilitated Defect Triage meetings with Unisys developers and State SME’s
* Created and monitored various reports related to test execution and prepared Executive and Detailed Test Reports such as Test Execution Status/Summary, Defect Status, # Defects by Severity, # Defects by Status, Defect Injection Rate etc..
* Used Quality Center to run test scripts and log defects.
* Conducted the defect report using Quality Center
* Interacted with the developers to report and using Quality Center
* Used Quality Center for Documentation management and defect tracking.
* Participated in Triage Meetings, weekly status meetings with IT and business people

**Environment:** Java, J2EE, .NET, Oracle, Quality Center , QTP, DB2, Load Runner 7.5, Web logic 8.5 SP2, Share point

**Humana Inc - Louisville, KY Apr 2008 – Nov 2010**

**QA Analyst / Tester**

Humana Inc. is a Louisville, Kentucky -based for-profit American managed healthcare company that markets and administers health insurance in the United States. Humana has over 13 million customers in the U.S. Worked as a member of the team of QA testers, involved in designing test cases, writing test cases, execution of test cases and documenting the findings.

**Responsibilities:**

* Internal & External review of Test plan and Test cases.
* Build setup on Test environment and installation Testing.
* Used Quality Center for storing test cases and QTP scripts, also used Team Track for defect tracking and reporting purpose.
* Analyzed research on operational procedures and recommend changes for improvement with an emphasis on automation and efficiency.
* Created Test Plan, Test Scenarios, Test Strategy documents based on BRDs, TRDs and Use cases that were developed by Business Analysts.
* Participating in White box testing of the Structural units/components of the software
* Tested the application by writing SQL Queries and creating pivot views as to perform back-end testing.
* Responsible writing Test Plans, Test Cases and Test Scripts using manual and automated testing tools such as QC and QTP..
* Involved in writing Test Plans and Test Scripts for Manual and Automation Testing.
* Automated Test Cases for Functional and Regression Testing using QTP.
* Wrote Test Cases in MS Excel for user registration, access to training material, and activity log-in, reviewed the test cases and finalized
* Involved in writing and implementation of the Test Cases.
* Developed test related documents including Test Plans, Test Procedures, Test Cases and Test Scripts.
* Utilized test Methodologies and automated the functional testing.
* Documented the outcomes of all the testing in MS Word and MS PowerPoint

**Environment:** Windows Xp, MS Office,QTP, Win Runner, Test Director, MS Visio, MS project, ,Quality Center, SQL, SQL Server, XML

**EDUCATION**

Master’s in Science