**QA Analyst**

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**Summary:**

* More than **6** years of experience as a **System/QA Analyst** in the field of Insurance/Healthcare, with a domain emphasis on **Quality Assurance, Testing,** Computer System Validation, and Verification.
* Expertise in various Testing methodologies like **Functional Testing, Integration Testing, Regression Testing, System Testing, White-box Testing, Black-box Testing, Grey-box Testing, Accessibility Testing, Database Testing, Migration Testing, Performance Testing, Client-Server Applications, and Web-design Applications**.
* Expertise in reviewing and preparing **Requirement Documents, Test Scripts and Test Cases** as well as all **test deliverables.**
* Deep understanding in writing **Test Plans, Test Cases, Test Scripts and Test Procedures**.
* Experience in reviewing and modifying User Requirements Specification (**URS)** andFunctional Requirements Specification (**FRS)**.
* Expertise with Mercury Interactive Test suite, **Quick Test Professional (QTP), Load Runner, Test Director, Mercury Quality Center, HP Service Manager.**
* Thorough knowledge in reviewing current operating procedure and developed new **Standard Operating Procedures (SOP).**
* Excellent knowledge of **Risk Assessment, GAP Analysis, Vendor Assessment and Vendor Audit** as well as **Requirement Traceability Matrix.**
* Excellent experience in various phases of Software Development Life Cycle **- SDLC**.
* Experienced with most popular applications like **Microsoft Office** (MS Project, MS Word, MS Excel, and MS PowerPoint).
* **Quick learner** and ability to **adapt to changing priorities**.
* Excellent **analytical and problem solving skills** with ability to **understand and analyze complex issues and problems**.
* Team player with strong **interpersonal, organizational** and **communication skills** – both written and verbal with ability to interface with internal and external business and technical units.
* Ability to work independently with a minimum of supervision and be able to manage **multiple project** assignments and **competing priorities under aggressive deadlines and pressure**.

**Skill Sets:**

Databases: SQL Server 2008, MS Access

Scripting Language: JAVA and VB Script

Testing Tools: QTP, Test Link, HP Quality Center (ALM), Test Director, and HP Service Manager, Load Runner, Win Runner.

Operating System: Windows 98/2000/XP/Vista/Win7, and UNIX

**Experience:**

**Catholic Health Initiatives, Atlanta, GA Jan 2014–Till Date**

**Test Lead**

The **ICD-10** Test Lead works under the supervision of the ICD-10 Project Manager and will collaborate with the Information Technology team and relevant departments to include Finance, HIM, Managed Care and Operations. Primary duties will be the development of future state test scripts, assist PM with coordination of test activities, executing the test plan and documenting outcomes.

**Roles and Responsibilities:**

* Mainly responsible for conducting interviews and assessments across the system to finalize a complete testing inventory of systems and work flows.
* Develop a testing roadmap consideringvendor readiness time and **Epic, Cerner, Meditech, and McKesson** integrated timelines.
* Open, manage and run Cognos Report for all **HP Service Manager Tickets**.
* Responsible for detailed development and execution of all testing activities for the transition to **ICD-10.**
* Manage adherence to roadmap and monitor progress and milestone attainment throughout testing phase.
* Facilitate necessary interventions to address test failures and required regression tests.
* Coaches, mentors, motivates and supervises project team members and contractors, and influences them to take positive action and accountability for their assigned work.
* Collaborates with vendor and internal departments to ensure test scenarios are accurately documented with an appropriate level of detail.
* Identifies system design issues during the testing process and helps identify workflow or functionality problems.
* Leads and participates in all phases of **ICD-10 testing such as unit, functional, integrated, and regression testing.**
* Analyzes test results, systematically track project progress, identify and document issues, risks and barriers to success, and communicate issues to the ICD-10 Testing Lead.

**Environment:** HP ALM, HP UFT, Share point, HP Service manager, MS Office, Lotus notes.

**State Farm Insurance, Bloomington, IL Feb 2012–Dec 2013**

**QA Lead/System Analyst**

**Response Center Services** support **Customer Response Center** (CRC) and **After Hours Quote and Bind Online** (AHQB) applications. This consists of application support and enhancements to match user need and expectations. Both call centers are high availability that puts applications in high availability space and makes support very crucial.

Both applications are workflow suite of various custom developed applications integrated in one cohesive application. Response center services team support these application from systems side with technical and business capability. They are also owner of these application suites and responsible for its availability.

Response Center Services often updates these applications as part of continuous enhancements effort through various short and long term projects.

From the technical perspective, these applications are designed using Java, JSPs, Spring Framework; Web services are used while communicating with other applications for retrieving data.

**Roles and Responsibilities:**

* Worked closely with Business analyst on **Contact center** requirements Quote, Payment, and Claims.
* Experience with **AHQB and CRC contact center** call flows with various application like **SFCTI, Verint, Exony.**
* Coordinate with **off-shore team** regarding defect follow up and environment setup.
* Used **Installation Management System (IMS) and SMS Tool** to install various kinds of application and software to test and system workstation.
* Designing a User friendly Interface for the testers to **trigger automation scripts and record the results in Excel.**
* Worked with TAE and Developers to manage **HP Service Manager Tickets** for environment setup and Defect resolution.
* Researching various open source automation tools that facilitate an easy and simple approach for **automation.**
* Analyzing user requirements and problems to **automate existing manual test cases.**
* Experience as project **test lead** and mentoring new team members with respect to understanding the application.
* Coordinating the testing for the application since a lot of interaction with other applications from other areas is involved.
* Follow up with TAE’s and Developers regarding environment and defects through **HP Service Manager** Tickets.
* Designing and developing test **scripts for JAVA application by QTP** for automating **regression testing.**
* Experience in creating **test plans and test cases.**
* Experience in **regression, functional and end-to-end testing.**
* Responsible for getting the environment set from testing perspective and perform **smoke testing** to ensure the environment is setup correctly
* Working with business analysts to understand the requirements and thereby come up with **test cases**.

**Environment:** QTP 10, Java, Test Link, HP Service manager, MS Visio, Installation Management System, SMS Tool, Lotus Notes, Share point.

**Kaiser Permanente, Los Angeles, CA Nov 2011 – Feb 2012 QA Analyst**

Validation of SIEBEL Clinical Trial Management System (CTMS) to be used by Clinical team for purpose of storing Data related to Clinical Trial in a controlled manner.

**Roles & Responsibilities**

* Performed Risk Assessment and Gap Analysis of the system, and used GAP Analysis to rectify those gaps in the requirements.
* Developed Standard Operating Procedure (SOPs) for the security and assured standard operating procedures and other related documents are compliant with internal policies of organization and cGMP.
* Vendor/Software Assessment for compliance to 21 CFR Part 11 and assisted in the development of validation life cycle document templates.
* Lead software quality assurance validation efforts and system compliance to Federal Regulations (CFR Part 11) and set overall strategic vision for multiple sites.
* Assessed 21 CFR Part 11 requirements for Electronic Signature and Electronic Records to access data security issues like password protection and authorization.
* Conducted User Acceptance Test (UAT) of CTMS and documented the result.
* Performed Regression Testing, System Testing, Integration Testing, and Usability Testing.
* Reported bugs and generated bug report using **Quality Center**.
* Performed Backend Testing by executing **SQL queries**.
* Developed and maintained **Requirement Traceability Matrix** to make sure all Business and Functional requirements are tested for **Facets Claims System**.
* Reviewed and approved all proposed computer related **Change Control Requests** to determine the impact that the proposed change may have on the validated state of the system.
* Managed, coordinated, planned and executed Change Request Management from functional perspective.

**Environment:** SIEBEL CTMS, SQL Server 2008, Facets Claims System, selenium, Java, VB Script, Mercury QTP 9.2, HP Quality Center 9.2, and MS office.

**Cigna Healthcare, Edison, NJ Sep 2009 – Sep 2011**

**QA Lead**

Validation of LabWare Laboratory Information Management System (LIMS) to be used by informatics group to store project related regulatory and non-regulatory documents in a controlled manner.

**Roles & Responsibilities:**

* Designed, implemented and validated 21 CFR Part 11 compliance strategies for LabWare LIMS and Facets Claims System.
* Developed Functional Assessment and Computer System Risk Assessment for LIMSafter discussed it with higher level management.
* Interaction with Business Owners, System Owners, Business Analyst and Technical Writers.
* Requirement analysis, developed strategic, assist designing test plan, identified test conditions, designed test cases, reviewed test cases, test scripts and executed test cases.
* Prepared Technical Design Specification charts using MS Visio.
* Wrote and reviewed Installation Qualification (IQ), Operational Qualification (OQ), Performance Qualification (PQ) protocols for the LIMS application.
* Executed test cases and test scripts using automated testing tool Quick Test Professional.
* Performed Functional Testing, Integration Testing, Regression Testing, System Testing, Data Driven Testing, User Acceptance Testing, and front-end and back-end Testing.
* Analyzed Business, User and Functional requirements to develop Test Plans, Test Cases and Test Scripts and organized requirement coverage using Quality Center.
* Prepared **Traceability Matrix** between the Business Requirements and Functional Specifications.
* Used Quick Test Pro **(QTP)** to automate the Regression Test cases and executed for different releases.
* Developed the release notes at the end of the build with the list of the defect summary and the test cases executed.
* Reviewed Corrective and Preventive Action (CAPA) and drafting Remediation Plans for the project management approval after the GAP analysis.
* Reviewed and documented all Change Control Request to make sure that proposed change was on the system or not.
* Developed and maintained Validation Registry as per FDA compliance.

**Environment:** LabWare LIMS - v5, HP Quality Center 9.2, Selenium, Java, Facets Claims System, MS Office 2003, QTP 9.2, Load Runner, WinRunner, MS Access, and Windows 2000

**Humana Health Care Inc., Louisville, KY Sep 2008 – Aug 2009**

**QA Analyst:**

Project included validation of ORACLE Adverse Event Reporting System (AERS) from BioPharma Systems in compliance with FDA rules and regulations.

**Roles & Responsibilities:**

* Prepared Standard Operating Procedures (SOPs) for System Administration, Backup and Recovery, Security, Change Control, disaster Recovery, and Error and Defect Resolution.
* Reviewed and discussed Business Requirements and System Requirements with Business Analyst (BA), Project Manager (PM), IT Team members and End Users.
* Reviewed Risk Assessment Documentation to check the areas with deficiency, reviewed Corrective and Preventive Action (CAPA) and drafting Remediation Plans for the project management approval after the GAP Analysis.
* Development of detailed Project Plan, reviewed User Requirement Specifications (URS) and Functional Requirements Specifications (FRS).
* Developed Test Plan, Test Cases, Test Script, and Test Result Report for Manual as well as Automatic Testing.
* Documentation of various stages of AERS validation lifecycle, in accordance with FDA CFR Part 11 regulations.
* Designed and developed documentation for test strategy and test plan by understanding the business logic and user requirements for manual and automated testing.
* Technical Writing and Documentation for all aspects of AERS Computer System Validation Life Cycle, in accordance with FDA Regulations, particularly 21 CFR Part 11.
* Performed all phases of end-to-end testing like User Acceptance Testing, Functionality Testing, Regression Testing, GUI Testing, Negative Testing, and System Testing.
* Developed and Maintained the **Requirement Traceability Matrix (RTM**) to check the system fulfill all requirements.
* Tracked, analyzed and reported the system bugs in Defect Tracking Database by Defect tracking Tool and Quality Center.

**Environment:** ORACLE AERS, Windows XP, QTP 9.2, HP Quality Center 9.2, MS Office Tools

**Cipla, Chandigarh, Punjab Dec 2007 – Aug 2008**

**QA Tester:**

The project was on Validation of the DATABANK Electronic Document Management System (EDMS) to comply with FDA 21 CFR Part 11 for Pharmaceuticals Regulations on e-business initiatives.

**Roles and Responsibilities:**

* Reviewed Vendor Audit Report summarizing the **SDLC** approach and methodologies.
* Communicate risk and compliance issues regarding EDMS validation and vendor audits to Management.
* Extensively used **SQL queries** to verify or extract the data from the database.
* Perform **Functionality and Regression testing** using **WinRunner and QTP**.
* Managed and organized requirement coverage, Test case management and defect management using **Mercury Quality Center.**
* Developed and maintained **Requirement Traceability Matrix** to check all requirements are updated and if any updates then they should change.
* Developed test summary report, including test summary log, described the various validation activities performed during the Test Phase of SDLC**.**

**Environment:** Windows XP, Oracle, SQL, QTP 8.2, HP Quality Center 8.2, Documentum, WinRunner 7.6, and EDMS.