**Mirdha Ferdus M**

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**SUMMARY OF EXPERTISE**:

* Business Analyst/Quality Tester with over 7+ years industry experience in **business data modelling, software requirement analysis, process modelling, process flow and quality assurance** skills using different methodologies**,** mainly **OOA, OOAD and UML**
* Extensive knowledge of all phases of the software development life cycle **(SDLC)** and the iterative Rational Unified Process **(RUP)**
* Organized many Joint Application Developments (**JAD**) sessions and Joint Requirement Planning sessions (**JRP**), **walkthrough**, **Interviews**, **Workshops** and Rapid Application Development (**RAD**) sessions with **end-user/clients/stake holders** and the **IT group.**
* Proficient in using **UML** in behavioural, structural and architectural modelling – in creating **Use Case, State, Activity, and Class** and **Sequence** diagrams using **Rational Rose.**
* Used **Microsoft Visio** forBusiness Process Modelling and Data flow diagrams.
* Worked with **Rational Suite** of tools to create requirements documents **(Requisite Pro),** visual data models **(Rose)**, manage and track defects **(Clear Quest).**
* Well versed in project management tool (**MS Project)** for status reporting, planning and resource allocation.
* Experience in development methodologies like **RUP, SDLC, AGILE, SCRUM and Waterfall**
* Experience in conducting **GAP analysis,** User Acceptance Testing **(UAT)**. **SWOT analysis, Cost benefit analysis** and **ROI analysis**.
* Expertise in **EDI and HIPAA** Testing Privacy with multiple transactions exposure such as Inbound Claims **834**–Membership Enrollment, **837**-Institutional, **837**-Professional, **835**-Claim Payment/Remittance Advise, **270/271**-Eligibility Benefit Inquiry/Response, **276/277**-Claim Status Inquiry/Response Transactions and testing in Client Server systems and Mainframe Applications.
* Successful as a team player to work in conjunction with other DBA’s, testers, developers and other team members in validation and testing complex scenarios and projects and in the maintenance of Quality Standards in Projects especially with **Test Director**.
* Created **EDI** files for test cases and verified those files, debugged the errors and corrected them according to the addenda for respective **HIPAA** implementations
* Involved in developing **Test Plan** and created **Test Cases** as per the business requirements in **Quality center**.
* Performed User acceptance testing (**UAT**), Compatibility Testing.
* Expertise in performing software bug tracking using **Bug Tracking** Tools –**HP Quality center, Test Director, Team Track**, and **Rational Clear Quest**.
* Extensively worked on **HP Quality Center,** Write Test Cases, Execute Test Cases, **Log Defects**, **Track Defects**.
* Involved in preparing the Test cases, Test data in **Quality Center** for Report Repository upgrade.
* Discussed enhancements and modifications with the Project Team.
* Worked with the Developers, Infrastructure teams to resolve the issues.
* Effective team player, self-motivated, capable of adapting to new technology, strong problem solving and analytical skills, and inter-personal communication skills with a desire to achieve specified goals.
* Expertise in Analysis of Problem Severity, Defect tracking and reporting system.
* Strong communication, problem solving, organizational, interpersonal, and presentation skills.

**TECHNICAL SKILLS:**

**Business Tools:** Rational Suite (Requisite Pro, Rose, Clear Quest, Clear Case)**,** MS Visio,MS Project, MS Access, MS Office Suite, Visual Paradigm, Doors Erwin Data Modeller 4x, Business Object (Crystal Reports)

**Business Skills:** Business Definition Requirements, Business Process Analysis, Gap Analysis, Use Case Modelling & Analysis, Business Environment and Market Research Analysis.

**Methodologies:** RUP, OOAD, UML & Business/Data Modeling

**Testing Tools:** Load Runner, Test Director, Quick Test Pro, PR Tracker

**Operating Systems:**  Windows XP/95/98/NT/2000, Mac OS X, DOS, UNIX, Linux

**Databases:** Oracle 8i/9i; SQL Server 7.0 & 2000; Access 2000, MS SQL Server, DB2

**Languages:** UML**,** C, C++, HTML, Java, SQL, PL/SQL, ASP.NET

**PROFESSIONAL ACCOMPLISHMENTS:**

**Aetna Health Care, Chantilly, VA Jan 2017 – Dec 2018**

**Sr. Business/Quality Analyst**

**Project Description:** Aetna is promoting the health and well being of the residence of Virginia. I worked as a Sr. Business/Quality analyst on Medicare Claim Accuracy Project for Provider Reimbursement and various modules like Multiple Surgeries, Late Payment Interest and Coordination of Benefits. I worked with Facets as well as EDI HIPAA transactions.

**Responsibilities:**

* Performed Requirement Analysis by gathering both functional and non functional requirements based on interactions with the process owners & stake holders and document analysis, represented them in Requirements Traceability Matrix (RTM).
* Interacted with department heads to finalize business requirements, functional requirements and technical requirements and also created Business process model.
* Facilitated JRP sessions between technical and regulatory teams for meeting requirements as well as solving problems on a daily basis
* Utilized corporation developed Agile SDLC methodology. Used ScrumWork Pro and Microsoft Office software to perform required job functions.
* Used Rational Requisite Pro to improve the communication of project goals, enhance collaborative development, reduce project risk and increase the quality of application before deployment.
* Customized Quality Center to suit the requirements of testing effort.
* Experience in EDI automated first-pass claim adjudication, requiring thorough understanding of claim processing, both front and backend operations.
* Prepared and documented System Requirements and workflows for the Content Management Application tool.
* Assisted JAD sessions to identify the business flows and determine whether any current or proposed systems are impacted by the EDI X12 Transaction, Code set and Identifier aspects of HIPAA.
* Logged defects in Quality Center and interacted with the developers to resolve technical issues.
* Involved in the full HIPAA compliance lifecycle from GAP analysis, mapping, implementation, and testing for processing of Medicaid Claims.
* Worked on EDI transactions: 270, 271, 834, 835, and 837 (P.I.D) to identify key data set elements for designated record set. Interacted with Claims, Payments and Enrollment hence analyzing and documenting related business processes.
* Tested interfaces and ANSI X12 / EDI Version 5010 transactions for (270, 271, 276, 277, 278, 837P, 837I, 837D, 835, 834, TA1, 997 and 824 BRR)
* Involved in creation and execution of manual test cases in Mercury Test Director and automated Test Cases in QTP and analyzed the Test Results.
* Provided the management with test metrics, reports, and schedules as necessary and participated in the design walkthroughs and meetings.
* Implemented peer reviews and inspections to reduce defects in the requirements representations.
* Created templates for Test Strategy, Test Plan, Test Case, Defect Report, Periodic and End of Project Reports.
* Involved in GUI testing, Integration testing, Regression testing, Ad -hoc testing, Negative testing, End to End testing, Load testing, User Acceptance testing on multiple projects.
* Involved with the QA team to conceptualize, determine and develop test approaches and methods for unit testing, integration and functional testing, load and usability testing according to the application complexity and test requirements.

**CIGNA Health-Care Insurance, Philadelphia, PA** **Jul 2015 - Dec 2016**

**Business Analyst/QA Tester**

**Project Description:** Cigna Healthcare is a company providing customers with benefits, expertise and service that improves the health, well-being and productivity. I performed pivotal role in multiple projects & handling three releases at the same time. Release 1 & 2 was web-based service application developed for streamlining office workflow processes involved in Electronic Data Interchange (EDI) transactions and benefits in claims management cycle based on HIPAA Guidelines. Release three was based on reporting the policy premium. There were seven reports, which were generated in Brio portal.

**Responsibilities:**

* Performed Requirement Analysis by gathering both functional and non functional requirements based on interactions with the process owners & stake holders and document analysis, represented them in Requirements Traceability Matrix (RTM).
* Facilitated four-hour long round table discussion with most HR directors, managers and analysts along with QA manager to get their input [ad-hoc UAT] in the project
* Reviewed Technical Specs together with the team of two developers
* Wrote Test Plans in MS Word for Manual Testing, System Testing, Integration Testing, Performance Testing, Regression Testing & reviewed their consistency with the business requirements.
* Responsible to report bugs using Quality Center and MS Excel
* Involved in development phase meetings for business analysis and requirements gathering for the Common Claim Layout (CCL).
* Led projects to develop and enhance claims adjudication, eligibility, formulary, prior authorization and reporting applications internal user experience as well as expanding client product offerings
* Recommend ways and workarounds for HIPAA 5010 (EDI X12 837,834,278,270) upgrades.
* Developed a comprehensive object oriented data model for healthcare eligibility, claim and accounts for the entire product suite.
* Performed White Box, Black Box, and Usability Testing
* Wrote Test Cases in MS Excel for user registration, access to training material, and activity log-in, reviewed the test cases and finalized
* Reviewed colleagues’ test cases for testing the development of online resume, uploading users’ documents [such as application and resume], browsing through jobs, selecting and applying for the jobs
* Used HP Quality Center to house all test documentation and report/track all issues and defects.
* Documented the outcomes of all the testing in MS Word and MS PowerPoint
* Prepared PowerPoint slides of all the outcomes [with the focus on defects] and presented to the team of Business Analyst, VP of Human Resources, and the Developers
* Involved in creation and execution of manual test cases in Mercury Test Director and automated Test Cases in QTP and analyzed the Test Results.
* Validate EDI Claim Process according to HIPAA compliance.
* Managed the testing and verification of HIPAA standard transactions, and messages (837),
* Involved with the QA team to conceptualize, determine and develop test approaches and methods for unit testing, integration and functional testing, load and usability testing according to the application complexity and test requirements.

**Saint Marys Health Care Grand Rapids, MI** **Mar 2013 - June 2015**

**Business Analyst/QA Tester**

**Project Description:** Analyzed the client’s applications programs to determine the impact of the HIPAA final rule one EDI Transaction Set and Code List implementation and defined the changes to bring the affected systems into HIPAA compliance. Analyzed legacy system documentation, file and record formats, system flow charts and other information to develop a comprehensive depiction of the existing environment as it relates to HIPAA rulings. Developed the Business Crosswalks for 837(P, I, D), 835 and 276/277 according to HIPAA implementation rules.

**Responsibilities:**

* Conducted user interviews, gathered requirements, analysed the requirements using RUP methodology and documented the requirements using Rational Requisite Pro.
* Worked with the SME’s (Financial Analysts, Risk Managers, and Project Managers) to define business critical needs and analyse the possible technical solutions.
* Created Business Requirement Document (BRD), Functional Requirement Specification (FRS) document, User Requirement Specification (URS) and Change Request (CR) document for system application development.
* Conducted joint requirements planning (JRP) sessions as a facilitator to gather requirements from the business area and to discuss different critical success factors of the project like Operational Feasibility Analysis, Technical Feasibility Analysis, Cost Benefit Analysis & etc.
* Worked with FACETS edits and EDI HIPAA Claims (837/835/834) processing.
* Assisted the EDI team in the development and documentation of the test strategies for the EDI transactions which included all standard transactions, auditing and error correction processes, and the creation of the transactions.
* Developed budget planning report & timelines of the project by conducting walk-through sessions and meetings involving various leads from Development, QA and Technical Support teams.
* Authored various Use Cases and Activity diagrams, Sequence diagrams using Rational Requisite Pro and used UML methodology to define the Data Flow Diagrams (DFD).
* Performed GAP analysis for the modules in production, conducted feasibility study and performed impact analysis for proposed enhancements.
* Coordinated JAD session with system analysts, development team, project manager for application development and Pre-validation specifications.
* Developed and managed project plans, schedules, issues log created and business-technical conflicts.
* Coordinated various kinds of User Acceptance Testing (UAT) including regression testing, system testing, integration testing, functional testing, alpha & beta testing.
* Authored test plans, test cases for various test scenarios and helped testing team to better understand the test scripts.
* Used Test Director which is a Mercury tool to help manage defects and issues log during the testing phase.
* Tested the **HIPPA EDI, 834, 270/271, 276/277, 837/835** transactions according to test scenarios and verify the data with Facets on different modules.
* Involved in the creating the User Interface Specification Document and User Training Manual as per project specification with the help of development team
* Participated in Bug-Review meetings with software developers, QA engineers, managers, and suggested enhancements and solution to the existing application problem from business perspectives.
* Worked as a User/Customer advocate and negotiated with user as well as the technical team and management staff to resolve any outstanding requirement conflict during the whole SDLC process.

**Johnson & Johnson Healthcare System, Montville, NJ**  **Nov 2011 – Feb 2013** **QA Tester/Analyst**

Project Description: Johnson & Johnson Health Care Systems Inc. (JJHCS) provides account management, contracting, supply chain and business services to key health care customers, including hospital systems and group purchasing organizations, leading health plans, pharmacy benefit managers, employers, and government health care institutions. The project was based on CIS (Customer information System), where information about contractors, suppliers and customers was managed.

**Responsibilities:**

* Involved in gathering Business Level Requirements and reviewed manual testing methods
* Prepared Test plans which includes an introduction, various test strategies, test schedules, QA teams role, test deliverables, etc.
* Responsible for writing Test cases to cover overall quality assurance using Test Director
* Performed initial manual testing of the application as part of sanity testing
* Performed various tests such as positive, negative to check business functionality manually
* Performed Black Box testing and conducted Functionality and Regression testing on various phases of the Management software
* The tests also included GUI testing: Testing for validation and display of screens
* Created dummy accounts on our system and verified the account generation process and date integrity
* Prepared complex queries to retrieve data for database testing
* Created reports using Mercury Interactive Test Director
* Application and network performance testing analysis
* Developed Shell Scripts to automate loading processes
* Writing shell scripts to run batch processes and to run Oracle background\Processes
* Used SQL queries to test the integrity of data by querying the database
* Interacted with the development team to assure that all the defects are addressed in time
* Participated in the team meetings to discuss the issues arising out of testing
* Clarified QA team issues and reviewed test plans and test scripts developed by QA team to make sure that all requirements will be covered in scripts and tested properly.
* Organized meetings to discuss outstanding issues with QA and developers.
* Wrote test scripts for User Acceptance Testing (UAT).