### **Mulualem Regassa**

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##### **Career Objective**

My ambition is to take up a challenging position in the area of **Software Quality Assurance** andTesting in a progressive, fast-paced dynamic environment that will allow me to align my skills in the organization in the most efficient manner.

##### **Career Summary**

* Over Six years of diverse experience in Information Technology with an emphasis on EDI Analyst, Software Quality Assurance and Business Analyst.
* Extensive knowledge of various phases of different Software Development Life Cycle (SDLC); models like Waterfall, Agile, RAD, RUP, etc.
* Experienced in Full life cycle Manual Testing in a Web-based Applications and Client/Server Applications.
* Involved in validating test cases, verifying multiple test scripts.
* Extensive knowledge of different kinds of testing like Smoke Testing, Functional Testing, Integration Testing, System Testing and Regression Testing.
* Expertise in problem solving and bug tracking using tools like Quality Center, JIRA, and Rational Quest Clear.
* Expertise in querying and testing using RDBMS tools like Oracle, MS SQL server, DB2, for Data integrity.
* Expertise working in Healthcare industry with Claim Processing, Enrollment and Provider etc. Medicaid and Medicare modules as well as Interface Testing and Data Conversion.
* Good knowledge on different modules within healthcare (Membership, billing, enrollment, claims, capitation, providers, and Coordination of Benefits (COB)).
* Experience with HIPAA compliance (4010 & 5010) and Healthcare systems.
* In-depth knowledge and extensive experience in Health care systems: **FACETS, QNXT, Medicare part A, B, C, D and Medicaid system.**
* Experiencewith Medicare, Medicaid, Medigap/Medsupp & commercial insurances in HIPAA ANSI X12 4010, 5010 formats including 270,271, 276, 277, 273, 278, 835, 837, 997, NPI, ICD 9, ICD 10, NDC, DRG, CPT, NCPDP codes & NSF formats for interfaces & images to clearinghouses/ trading partners applications.
* Experience providing primary analysis for business processes running on the EDI (Electronic Data Interchange) standard.

##### **Technical Skills**

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| --- | --- |
| Test Management Tools | QC/ALM, TFS, FileZilla, Bugzilla, SharePoint |
| Database Tools | SQL Server, Oracle |
| Methodologies | Waterfall, Agile, RAD, RUP |
| Other Tools | TOAD, SQL+, DB Visualizer, JIRA, |
|  | Rational Clear Quest, Clear Case |

##### **Professional Work Experience**

**Excellus BCBS, Buffalo, NY Feb 2015- Till date**

**Sr. QA test Engineer**

**Description**: **Excellus BCBS** is one of the leading health insurance providers in US. Application such as Facets has been widely used across their network for the claim adjudication and claim processing. Facets are a fully integrated CLAIMS data processing and Medicaid and/or Medicare Management information system for managed healthcare. Facets uses the data feed for the claims adjudication, claims error processing and to prepare the auto- generated reports and correspondence using the Batch Cycle. As QA Tester, I was involved in various kinds of System and UAT testing of the Facets application modules like Membership, Providers, Finance and Claims.

**Responsibilities**:

* Wrote SQL procedures and Batch Processes.
* Wrote Test Plans, Test Scenarios, Test Cases and the Test Matrix.
* Analyzed and worked with MS SQL Server Test databases.
* Created T-SQL statements and procedures for data mining related to 837 transactions.
* Involved in testing various healthcare applications and migration of plans from legacy system to FACETS application.
* Experience in testing the **HIPAA EDI** transactions **X12, 834, 820, 837/835, 276/277, 273,** and 270/271 according to the requirement test scenarios.
* Prepared the 837 I&P Claims and validated these in Facet System.
* Provided training on the **EDI 834 and 820** transactions and on the reconciliation processes.
* Set Automation standards, practices Design the framework Procedures to analyze test results.
* Manual Testing for checking the flow of the application functionality.
* Investigated application bugs, reported and tracked testing process in the bug tracking using Test Director.
* Used **FACETS**Analytics for fast and easy retrieval, display and grouping of information for performing queries and generating reports.
* Involved in testing the **EDI transactions 834, 837, 835. 270/271 & 276/277** conversions to Facets.
* Developed design specifications, wrote Test Reports and documented test results.
* GUI, Performance, and Backend Testing for Pulse application developed in Java on Oracle Database.
* Conducted Backend testing, writing extensive SQL queries.
* Tested modified / new Oracle forms and database using SQL for its functionality.
* Frequently communicated with developers and senior QA team members to assist in the clarification of technical issues
* Tested the changes for the front end screens in **FACETS** related to following modules, test the FACETS batches (membership, Billing, Provider, etc).
* Performed Requirements Gathering and Analysis, interviewed the **SME** (Subject Matter Experts), and ensured that contributors and all key stakeholders were motivated to complete assigned tasks.
* Created Schemas for introducing new tables and relationship diagrams with existing system.
* Assisted QA and BA teams with Data requirements and Defect investigation in testing phase.
* Participated and played an analytical role from a process perspective to develop Requirements and Testing Methodology according to the Capability Maturity Model, used **UML/RUP** to develop requirements and architect a solution
* Used Microsoft Project to plan projects timelines and resources.
* Conduct and lead walkthroughs and JAD sessions with business process owners, SME and software developers
* Assisted with data-driven testing to verify reports generated from the project based on knowledge of valuation techniques and securities
* Verified the correlation between the **UML diagrams** and developed detail diagrams for QA purposes.

**Environment:** Mercury Quality Center, MS-Visio, Facets, MS Windows, Oracle, MQC, SQL, QMF, **T-SQL,** QFW.

**Boston Medical Center, Boston, MA Aug 2012 - Dec 2014  
QA Tester**

**Description**: As a member of QA team for **Facets Upgrade** and Claims processing applications, tested the upgrade of Facets. Assisted in the testing efforts of several Healthcare Membership, Eligibility, Trizetto Facets and Hosp/Medical Claims Processing Systems, Member Enrolment

**Responsibilities**:

* Participated in Requirement Analysis, Business Analysis, Design Analysis and Gap Analysis.
* Developed Test Plans, Test Cases, Test Scripts, Test Scenarios, Test Beds and Traceability Matrix.
* Followed Agile/Scrum Process throughout the SDLC.
* Created Traceability matrix between requirements & test cases.
* Conducted Integration, System, Functional, GUI, Regression, Smoke, Database Integrity, User-Acceptance (UAT) and Performance testing.
* Performed all phases of end-to-end testing which includes User Acceptance testing, Functionality testing, Regression Testing and system testing of the **Facets, ITS, ICD9, ICD10** and **Claims** Application, its interfaces and Client-Server Utilities.
* Tested and processed Medicare and Medicaid claims with ICD-9 and ICD-10 codes.
* including claims and enrollment testing as well as NPI and medical coding, **ICD-9 and ICD-10** EDI testing
* Developed detailed Test Plans and Test Cases using Quality Center and executed them.
* Tests are managed using Quality Center.
* Written maximum number of test cases in a very detailed for All the modules of Facets Application
* Tested the Subscriber/ Member (Group/Subgroup and Subscriber/Family), Claims processing (**Medical Claims/Hospital Claims and Dental Claims**), Customer Service, Billing, Provider and Utilization Management modules of the Facets application as part of an upgrade
* Created Claims for Medical / Hospital and Dental Claims Processing.
* Tested the Eligibility applications (Eligibility Request and Eligibility Response).
* Performed Functional and Regression Testing of Facets.
* Tested **ANSI X12 EDI 4010/5010** transactions for (270, 271, 276, 277, 278, 834, 837P, 837I, and 837D)
* Extensively used **ANSI X12 EDI 834** for Enrollment and Membership applications.
* Maintained the traceability matrix between requirements and test cases.
* Worked with SQL queries to validate the data in database.
* Tested User Interface inconsistency and application functionality.
* Tracked the issues using Quality Center.
* Developed Test Summary Reports and participated in SCRUM meetings.

**Environment:** SQL, Oracle 10g, MS-Word, Ms-Excel, MS-Project, Windows XP.

**Humana Inc. Louisville, KY Oct 2010- Jul 2012**

**QA Tester**

**Description**: United health group is one of the leading health insurance providers in U.S. Application such as facets have been widely used across their network for claim adjudication and claim processing. As a QA tester I was involved in various kind of testing of the facets application modules like membership, providers, finance and claims and also worked on Data warehouse, ETL

**Responsibilities**:

* Developed test plan, test cases using requirements, use cases, wireframes and design documents
* Performed GUI and functionality testing, integration testing and system testing.
* Performed manual testing of each module.
* Involved in analysis Health Care Claim Acknowledgement for **HIPAA**
* Attending Client calls for Business understanding and Clarifications.
* Set claim processing data for different Facets Module.
* Analyzed the business requirements, functional specification and use case documents.
* Designed and developed **UNIX** shell scripts as part of the **ETL** process to automate the process of loading, pulling the data for testing **ETL** loads.
* Worked in an **Agile** technology with **Scrum**
* Written several complex **SQL** queries & PL/**SQL** stored procedures for validating **Business Objects** Reports
* Involved in testing the **ANSI X12 EDI transactions** for **eligibility (270, 271), claims (877, 834)** and **enrollment (834).**
* Worked on projects independently and also managed a **Facets** testing effort
* Performed Web Services testing and Validated XML request/response data using SOAP UI.
* Implemented manual test cases for each sprint task and executed them using Soap UI.
* Extensively used **Informatica** client tools. The objective is to extract data stored in **Oracle** database, flat files to load finally into a single data warehouse repository, which is in **Oracle**.
* Tuned **ETL** jobs/procedures/scripts, **SQL** queries, to improve the system performance
* Created test suites for functional and regression testing using **QTP**.
* Extracted Data from Teradata using **Informatica** Power Center **ETL** and DTS Packages to the target database including **SQL Server** and used the data for Reporting purposes.
* Wrote **SQL** queries to perform **database** testing and to verify data integrity.
* Extract data from Mainframe data sets to compare against Target Values.
* Tested web services by generating XML SOAP requests and validated the corresponding XML SOAP responses.
* Reported bugs and tracked defects using **Quality Center** (Test Director).
* Worked on Different Modules like Billings, Membership, Claim and Provider in **Facets** application.
* Involved in extensive DATA validation by writing several complex **SQL** queries and Involved in back-end testing and worked with data quality issues.
* Involved in testing of Universes from different data sources like Oracle/**SQL** Server.
* Managed and executed the test process, using **Agile** Methodology
* Involved in **data warehouse** testing by checking **ETL** procedures/mappings.
* Prepared sample EDI test sets for files like 276/77, 278,837 and followed **HIPAA** implementation guide in preparing them.
* Strong ability in developing advanced **SQL** queries to extract, manipulate, and/or calculate information to fulfill data and reporting requirements including identifying the tables and columns from which data is extracted
* Reported bugs and tracked defects using **Quality Center**
* As a QA Tester Involved in testing **Facets** /Membership and Claims applications
* Analyzed the data and applied relevant transformations and verified that the source data types are correct.
* Extracted Data from Teradata using **Informatica** Power Center **ETL** and DTS Packages to the target database including **SQL Server** and used the data for reporting purposes.
* Worked on test data and completed unit testing to check all business rules and requirements are met. Also tested for negative data to check that the job fails on any critical error.

**Environment: Informatica** Power Center 7.2,**SQL**, HP **Quality Center** 10 **Business Objects** XIR2,Rational Clear Quest, **Facets,** MS Excel,, Teradata 12.0 **Agile**, XML, **SOAP**, **SOAP**UI, Web Services.

**Mercy Health System, Chicago, IL May2009 – Sep2010**

**UAT Tester**

**Description**:

**FACETS** is part of TriZetto's suite of enterprise administration systems. It supports medical and dental claims processing and offers comprehensive consumer-directed health capabilities with advanced HSA/HRA functionality **FACETS** is a comprehensive healthcare management and administration suite of software designed exclusively for payers. **FACETS** manages all relationships between the payer organization and its members and providers.

I worked as a QA Analyst in FACETS implementation project. I was involved in implementing HIPAA EDI transactions in the application especially 835/ 837. Involved in Claims Adjudication, Claims Payment, Coordination of Benefits (COB), dental implementation, membership and UAT.

**Responsibilities**:

* Worked with Business analyst and QA manager in gathering technical and functional specification documents for reviews to understand the functionality.
* Prepared test plan and determined testing approach and time slots for task completion.
* Coordinate with other test team, define the functionalities to be tested and assigned the tasks to other team members.
* Wrote Test Cases and design test steps according to the requirements specifications in Excel.
* Conducted walk through with Business analysts and business owners get the test case sign off.
* Maintained Requirement Traceability Matrix (RTM) to make sure that test plans were written for all the requirements.
* Exported test cases into Mercury Quality Center.
* Worked in testing the Professional, Institutional Claims processing and adjudication and validate data with **FACETS.**
* Tested **EDI** transactions 270/271, 837, 835, 834(X12) according to the test scenarios.
* Worked on Claims Processing and Claims Accumulation and Adjudication in **FACETS**.
* Executed the test cases in Mercury Quality Centre.
* Found the defects logged into MQC, coordinate with developers did regression testing after the defect is fixed.
* Inserted **Check Points** to check for the broken links, Text and standard properties of an object using **Quick Test Pro.**
* Tested Applications using **Quick Test Pro** with different sets of data.
* Created **page checkpoints** to test the properties and contents of the web page using **Quick Test Pro.**
* Checked the data flow through the front end to backend and used **SQL queries**, to extract the data from the database.
* Get sign off after completion all the test scenarios have been tested successfully.
* Worked with Business Analyst in UAT testing and involved in testing in Production region.
* Worked on different **FACETS** environments.
* Tested EDI applications to process Health Care transactions as per the HIPAA implementation.
* Extensively involved in Database testing by writing **SQL** queries.
* Used **SQL** Navigator for Writing and execute Queries.

**Environment: FACETS,** QTP, Windows**, PL/SQL**, UML, MS Office, Mercury Quality Centre.

##### **Education:**

BA in Business Administration and Information System from Addis Ababa University, Ethiopia