**Mustak Ahmed**

**Objective**

Experienced in QA testing with extensive knowledge of agile software testing and development lifecycle .Solutions-focused QA Engineer with extensive experience among the high-level of proficiency on Functional, Regression, Mobile and Web Service Soap and REST API testing . Looking to explore my career at a challenging QA Analyst position with entry level exposure to automation testing with selenium and Java .

**Professional Summary**

* Have in-depth knowledge of Software Development Life Cycle (SDLC) and Software Testing Lifecycle.
* Experienced working in Waterfall as well as Agile Scrum Framework. Have enough experience as an agile tester to interact with Developers and Product owner on a continuous basis, in depth-knowledge on Iterative and Incremental Development, Product backlog, sprint, iteration planning, Release planning, Delivery process, Velocity of sprint, Story Cards, Poker Planning, Burndown Chart,
* As a member of Agile development team, have active participation in different meeting like, Sprint Planning, Daily Stand-up, Iteration Review and Retrospective meeting.
* Experienced in analysis of software User Stories, Design Specification, development and implementation of Test Plans, Test Scripts, and Test Cases.
* Have knowledge on different test techniques like Exploratory Testing, Boundary Value Analysis, Equivalent Partition, and Decision & Conditional coverage, etc.
* Designed and Developed Automation test scripts using QTP/UFT.
* Conducted Functional, Regression, Integration, User Acceptance, Cross Browser and Mobile App testing.
* Used quality assurance tools like Application Lifecycle Management (ALM) and Agile test management tools like JIRA
* Experienced with Web services testing (Soap and REST) using SOAPUI and POSTMAN
* Have hands on experience using Sauce Labs and Browser Stack for Mobile App testing (both native and web) on different Android and iOS devices like phone, tab and laptops.
* Have knowledge and basic skills in Automated Testing using Selenium with Java.

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| **Technology** | |
| Testing Tools: | Postman, Browser Stack, Sauce Labs, Selenium | |
| Test Management Tools: | ALM 11.52, JIRA | |
| Requirement Management Tools: | HP-ALM, TFS, SharePoint 2013 | |
| RDBMS: | MS SQL Server 2012/2008, Oracle Server 11g R2, MS Access | |
| Office Software: | MS Office (Word, Exce, PowerPoint, etc.) | |
| Operating System: | Windows 10, 8.1, 2008 server/MAC, UNIX/LINUX | |
| Web Technologies: | JAVA, HTML, XML, .NET, ASP.NET | |

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**Professional Experience:**

### Mercy Health System, Chicago, IL May 2015- Present

### UAT Tester

Facets are a 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.

Involved in Claims Adjudication, Claims Payment, Coordination of Benefits (COB), dental implementation, membership and UAT.

**Responsibilities:**

* Reviewed Business Requirements with Project Manager and Lead Developer to learn the functionality of the application.
* Managed teams of sizes from 8 to10 people (Test Coordinators, Test Designers, Test Executioners, Automation testers, and onsite/off-shore coordinators) that directly reported to me for their work. In addition, managed work with an off-shore team of 10 to 15 people
* Involved in preparing Test Plan and Test Cases based on business requirements.
* Wrote Test Cases in Excel based on Technical Specifications, Functional Specifications and Business rules for online application system.
* Authored Test cases for HIPAA EDI Transactions 270/271, 276/277,837/835.
* Tested HIPAA Transactions and Code Sets Standards according to the test scenarios such as 270/271, 276/277,837/835 transactions.
* Worked **on Various Defect/Bug Tracker Tools** such as Bug Zilla, JIRA, Team Track, Test Director, HP Quality Centre 11.0 (ALM) with sprinter.
* Executed Configuration Testing to check if the application was compatible in different environment for each module of the application
* Tested the SOAP requests and responses using the tool called SOAPUI.
* Executed Test cases manually by composing 270, 276,837 EDI files and dropped inbound and check response 271,277,835 using interleaves and outbound.
* Involved in working on real time test harness.
* Coordinated User Acceptance testing with the UAT group to ensure the correct business logic.
* Performed Backend Testing on MS SQL Server as part of UAT.
* Developed scripts for all the modules which need to be automated using QTP/UFT.
* Conducted Regression Testing on every new build after the Bug fixes with the help of QTP/UFT scripts.
* Work with the business users to have them submit approved **UAT** test cases in the correct format and load them into Quality Center.
* Involved in Automation test cases using QTP
* Executed the QTP/UFT scripts from Quality Center.
* Experience in designing reusable functions using descriptive programming using QTP/UFT.
* Experience in identifying the objects which are not recognized by QTP/UFT and created new objects with descriptive programming.
* Produced clear user manuals  & training guides for User Acceptance Testing (UAT) and deployment for end-clients with step-by-step instructions and appropriate GUI screenshots.
* Logged defects in ALM and interacted with the developers to resolve technical issues.
* Prepared test matrices based through defect status in HP ALM.
* Authored and executed Test cases manually for Tiered Benefit and mapped from website to PMHS.
* Responsible for writing the Test Cases and Test Scenarios based on the Functional Specification and Technical Specification in Excel and exported them in HP ALM.
* Logged errors reported defects, determined repair priorities, did regression testing and close by using HP ALM.
* Performed Integration Testing with PMSH, LRSP and Website, System Testing and Regression Testing.

**Environment:** Windows, Oracle, HP ALM, UAT, MS Excel, MS-Visio, File Aid, Oracle, HIPPA, EDI 5010, XML, Facets, HP ALM.

**Bravo Health, Baltimore, MD                                                                              Oct 2013– April 2015**

**QA Analyst**

Bravo Health, a Health Spring Company, is a subsidiary of Health Spring, one of the country's largest Medicare Advantage coordinated care plans. Concentration on the market has allowed them to develop a unique approach to healthcare coverage for Medicare beneficiaries. This required extensive meetings, requirements gathering, scheduling and communication with almost every department within the company, as well as, the vendor and contractors.

**Responsibilities:**

* Part of the team for migration of HIPAA – EDI X12 4010 series to 5010 series for EDI Transaction code sets.
* 837 – Claim and encounters
* Involved in testing Facets  Member, Provider, Claims Processing, Utilization Management, Accumulators, Contracts and Benefits
* Performed GAP analysis of 4010 and 5010 EDI transaction using implementation guide to identify the changes in the segments and data elements.
* Responsible for working with the State to review and modify process flows to increase productivity and effectively utilize Facets features not provided by the legacy systems.
* Testing on 5010 EDI files for the new ICD- 10 codes.
* Tested the portal application to make sure the claims, members are loading to Facets and Providers can check the member eligibility and claim status.
* Worked for the ICD-10 impact analysis and ICD-10 test implementation plan and test case execution
* Recorded and executed test scripts on HP ALM.
* Used VBScript classes/objects in QTP setting up the Automation Framework.
* Used DotNet Factory objects to format Date and Time, to work on Arrays and to create custom forms to feed the data to the QTP driver scripts.
* Identified the scope, business objective and functional requirements for each release.
* Prepared and performed training to Client and Internal staff as a result of system changes.
* Produced clear user manuals  & training guides for User Acceptance Testing (UAT) and deployment for end-clients with step-by-step instructions and appropriate GUI screenshots.
* Interacted with the development team on regular basis to ensure and balance practicalities with innovative and efficient business systems solutions.
* Conducted and Participated JAD sessions to gain consensus on various issues related to the project. Acted as a facilitator on different occasions.
* Updating the tables per the requirements using Oracle SQL
* Wrote variety of QTP scripts including HTML Document Object Model(DOM), dynamic parameterization using Data Tables and Database Tables, Excel and File System Objects to handle excel and text files, Windows Script Host (WSH) and descriptive programming.
* Conducted walkthroughs and code reviews with developers, BA, project managers and stakeholders and users to comprehend business workflow of applications.

**Environment:**HP ALM, SQL, UAT, Clear Quest, and Microsoft Visio, MS Access.

**State of Virginia, Richmond, VA Jan 2012– Sept 2013**

**QA Analyst**

The Virginia Department of Social Services (VDSS) provides numerous programs and services to help eligible children, senior citizens and people to triumph over poverty, abuse and neglect and achieve self-sufficiency, stronger futures for themselves, and their families and communities. As a QA Analyst, I’ve worked on validating their complex Web based Screening application that simplifies the end user experience and dramatically increase the efficiency in processing time. The application determines if a person is eligible to get Child Care, TANF, SNAP, Medicaid, and/or Energy Assistance from the Commonwealth through a series of customized question, which are divided into Household Information, Income and Expenses, Results and Flow Diagrams.

**Responsibilities:**

* The Project has been implemented based on rapid Agile SDLC Methodology.
* Involved in Onsite and Offshore Model by coordinating the various QA teams and other cross-functional Teams.
* Reviewed business requirement documents and technical requirement documents to understand business workflows and application data models and relationships between entities.
* Actively participated in decision making, QA meetings and regularly interacted with the track leads to gain better understanding of the Business process and requirement.
* Developed detailed specifications on testing approach, testing strategy, testing scope, and deliverables.
* Developed Test plan, Test scenarios, Test Scripts and Test cases based on use-cases for different modules.
* Performed both Manual and automation testing during the project.
* Thoroughly checked decision tables in and out, to check for eligibility results.
* Extensively conducted manual testing for Smoke, Functional, System, Regression, System, Integration, Database, Compatibility testing, etc.
* Used Oracle SQL Developer to do backend testing to perform data validation and to check on data driven results like reports.
* Analyzed the web page with embedded icons and indicators for revealing the accessibility of that page as per the client’s requirement and documented bugs in cq.
* Performed Back-End Testing to check database integrity by writing SQL queries.
* Generated report on test case results with a good understanding of defect severity.
* Executed test script using Rational Quality Manager (RQM).
* Worked with Development team to articulate the defect clearly and ensure the errors are fixed and did not occur again.
* Tracked and logged Defect and Issue using defect tracking tool Rational Clear Quest and document the defect with greatest level of detail based on the understanding of the application.
* Conducted regression testing on new builds/versions.
* Validating XML message for Soap UI.
* Delivered test scenarios/cases for use in system test and UAT environments
* Maintained Traceability Matrix to ensure test coverage of requirements; documented and re-verified all defects and test result and prepared Summary Report.
* Actively participated in daily defect triage and release meetings.
* Attended several walkthrough meeting with the track lead, Project Manager and developer/DBA and provided feedback accordingly.
* Extensively executed SQL queries to view successful transactions of data and validating data.
* Examined application performance, scalability and Load testing using Rational Performance Tester.
* Identified and eliminated performance bottlenecks during the development lifecycle.
* Verify that applications meet specified performance requirements.
* Coordinated with Business Analyst during Planning and UAT Phase of the Project.
* Reviewed computer logs and reports to identify application processing errors and possible improvement.

**Environment:** Oracle SQL developer, Share Point, JAWS, WAVE**,** UAT, MS Office 2010, MS Internet Explorer, Mozilla Firefox, Java, QTP, SoapUI, XML

**Health Now, Buffalo, NY Nov 2010- Dec 2011**

**Quality Assurance Analyst**

Health Now New York Inc. is a premier and diversified health benefits and Information Company that provides innovative products, services, and technologies to improve the availability, quality, and cost of health care. They used Facets for managing and processing healthcare claims. As a, QA Analyst, I was involved in various kinds of testing of the Facets application modules like Enrollment, Membership and Claims**.**

**Responsibilities:**

* Analyzed system requirements and developed detailed Test Plan.
* Performed Manual Testing for the EDI transactions.
* Conducted GAP analysis and filling gap according to the format set by HIPAA.
* Involved in FACETS Implementation, involved end-to-end testing of FACETS Billing, Claim Processing and Subscriber/Member module.
* Elicit requirement to be able to generate the tools and info needed to process the ICD-10.
* Tested the HIPPA EDI 834, 270/271, 837/835 transactions according to test scenarios and verify the data on different modules.
* Experiences working in ANSI x12 837-835 EDI Transaction.
* Work on coordination of benefits (COB) in a claim processing.
* Developed Test Script for Functionality, Security, and Regression testing.
* Ran the scripts on multiple environments (QA, UAT and Production) to ensure that requirements were still met.
* Performed Back-End Testing to check database integrity by writing SQL queries.
* Set claim processing data for different Facets Modules.
* Tested HIPAA regulations in Facets HIPAA privacy module.
* Wrote test cases in Quality Center derived from the Design documents and generated a Traceability Matrix for testing purposes.
* Created Traceability Matrix to ensure implementation of all functionalities, identify all test conditions and test data needs.
* Used Quality Center to record documenting information useful in debugging process, evaluating test data.
* Prepared and maintained the Test Matrix, Requirements Traceability Matrix.
* Participated in release meetings and also participate in Retrospective session.
* Extensively worked on any requirement upgrade and/or change request while doing UAT.
* Co-ordinated with Business Analyst during Planning and UAT Phase of the Project.
* Worked closely with development team to ensure the application performance and stability and also ensure the application completes the whole end-to-end process.
* Participated in weekly status meeting with Development and Management Teams.

**Environment:** Agile/Waterfall, MS Office Tools, Windows XP, HP Quality Center, UAT, Facets, MS SQL, UNIX.

**Education:**

Bachelor in Science at Lehman College, CUNY, NY