# Rajendra Bikram thapa

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# Professional Summary

* Over Seven years of experience in Software Quality Analysis & testing in Healthcare domain.
* Experience in Software development life cycle (SDLC) & STLC and its methodologies like: Waterfall, Agile/Scrum and TDD and its application in business enterprises work frame.
* Expertise in testing client Server and Web based applications
* Expertise in analyzing system and functional specifications used cases, Business Requirements and business rules to prepare Test Plans and design Test Cases.
* Experience in Manual & Automated Testing using tools: HP ALM/Quality Center, QTP etc.
* Experience in **Salesforce Application CRM software**.
* Extensive knowledge of different kinds of testing like Back-End Testing, Positive/Negative Testing, Black box Testing, Configuration Testing, Data Driven Testing, User Acceptance Testing (UAT), Unit Testing, Integration Testing, System Testing and Regression Testing.
* Expertise in Defect Tracking and Bug Reporting Tools like HP Quality Center (Mercury Test Director) and version control tools like JIRA, TFS.
* Used Quality Center to plan tests, manage test assets, create and run manual and external scripts to check GUI and functional features of the UAT
* Investigate complicated performance and stability issues involving a large, sophisticated, and evolving code base; also equipped with ability to perform load and performance testing services.
* Creative and Aggressive person capable of forming and maintaining positive and productive team environments with integrative thinking skills.
* Excellent communication, interpersonal & analytical skills.

**Technical Skills:**

Methodologies: Waterfall, Agile/ Scrum,

Testing Tools: HP ALM/ Quality Center, QTP, SOAP UI, Salesforce.com

Defect Tracking Tools: ALM/Quality Center, RALLY, JIRA

ETL Tools: Informatica

Operating Systems: UNIX, Windows,

RDBMS: SQL Server, Oracle, DB2,

Business Tools: MS Office Suites, MS SharePoint,

**Professional Experience:**

**Mission Point Health Partners, Nashville, TN Feb 2016 – Aug 2018**

**Salesforce QA Analyst**

Within the Affordable Care Act (ACA) was a provision to create Accountable Care Organizations (ACOs), a new structure that tried to align the three main groups within the health care system: physicians, hospitals, and insurers. As one of the first dedicated ACOs, Mission Point Health Partners coordinates services like chronic disease management, health coaching, health navigation, home visits and preventative health services to provide affordable and accessible care. Mission Point manages their entire provider network with **Salesforce** to connect hospitals, payers, and physicians in real time, no matter where they are. My responsibilities were to test the different phase of applications and provide supports to systems integrators, development teams and functional resources with the implementation, management and support of CRM projects.

**Responsibilities:**

* Participated in setting up testing environment.
* Involved in preparing Test Plan and Test Cases based on business requirements.
* Manually test each and every module of the application and verify against expected results.
* Reviewed and updated Test Plan and Test Scenarios, standard objects of SalesForce.com (SFDC).
* Performed Sanity and Smoke Testing of the application manually after each build.
* Performed Functional, GUI, Security, Positive and Negative Testing.
* Performed rigorous manual testing before a release.
* Involved in testing and data mapping and migration of data from legacy systems to SalesForce.com Objects and fields.
* Manually performed Back-End Testing of the application for SQL-Server database.  
  Performed Back End Testing by extensively using SQL queries to verify the integrity of the database.
* Involved in creating and executing SQL queries, using aggregate functions, Group By /Having clause, where clause, Inner/Outer Joins etc.
* Participated as a team member in the Agile development process, working closely with the other team members to complete the set sprint assignments and meet production goals
* Tested and test scripts for design and deployment the Custom objects, Custom tabs, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
* Tested for integration with **Salesforce CRM** tools like Veracint, Data Manager, CAMP, ADAPT into Salesforce platform.
* Created defect tasks and integrated it with JIRA**.**
* Customized page layouts for opportunity, contacts and accounts depending upon user roles, and groups. Worked with integration with other CRM as such Data Manager. and CAMP into Salesforce.com platform.
* Worked with Data Loader for insert, update and bulk import or export of data from Salesforce.com objects. Used to read, extract, and load data from comma separated values (CSV).
* Attended scrum meetings as per Agile methodology
* Created Test Cases and Tested **Salesforce** application fields, page layouts, record types, searching, list views, queues, reports, and dashboards.
* Performed manual testing of the functional items by checking all applicable transactions. Developed Test cases and performed Integration and System Testing.
* Performed system testing in Agile or test driven methodology environment.
* Identified, analyzed, and documented defects, errors, and inconsistencies in the application using HP ALM / Quality Center.
* Modified previously existing Test Cases that were driven by the manual testing effort so that they are more appropriate for future automation testing.
* Used SharePoint for documentation.
* Conducted result analysis and interacted with developers to resolve bugs.
* Log and track the defects to closure in HP ALM/Quality Center.
* Report the bugs by using Microsoft Excel Sheet.
* Participated in the project meetings.
* Attended to daily reviews, walkthroughs and meetings for Verification and Validation of the project.
* Worked with the developers and technical content writers to update the test documents.
* Followed up with developers on defects status on a daily basis.

Environment: Windows, SQL Server, HP ALM/ Quality Center, Jira, Java, J2EE, Rapid SQL, SOAP UI, Salesforce.com CRM, MS SharePoint, MS Office Suites,

**Cigna Healthcare, Raleigh, NC Dec 2013 – Jan 2016**

**QA Analyst**

Cigna Healthcare is a global health services organization. Its insurance subsidiaries are major providers of medical, dental, disability, life and accident insurance and related products and services.

**Responsibilities:**

* Responsible for testing the Navigation Flow, Functionality Testing, System Testing and User Acceptance Testing.
* Prepare Test Data, Test scenarios, Test Scripts and executed Test Cases from ALM/Quality Center.
* Performed Back-end testing on the application by writing complex SQL queries.
* Involved in reviewing complex SQL queries, views, functions and stored procedures and spotting issues before/during code migration.
* Worked with providers and Medicare or Medicaid entities to validate EDI transaction sets or Internet web portals.
* Involved in coordinating with SMEs to discuss different scenarios at the time of scripting Test Cases.
* Have good exposure to modern Agile Methodologies such as SCRUM and TDD.
* Participating/Facilitating Defect Triage meetings with developers and SMEs.
* Creating several Test Cases and Test Conditions for testing various Claims, Enrollment, Billing and Provider reports.
* Worked on EDI X12 transaction set 837 I/P/D, 276/277 feeds to allow for change in the claim number.
* Involved in End to End testing of FACETS Billing, Claim Processing and Subscriber/Member module.
* Conducting Validations for different FACETS modules like Providers, Claims and Enrollment.
* Analyzing and making specific recommendations on improvements that can be integrated into business processes.
* Worked on JIRA for ticket management.
* Participating in reviews throughout the development lifecycle.
* Facilitating User Acceptance Testing by providing the necessary support to the business users.
* Extensively performing manual testing and defect reporting using HP Quality Center/ALM.
* Performing manual testing, considering the base line of developed test plan and test cases considering both positive and negative scenarios.
* Test scenario identification and alignment of service oriented architecture implemented within the organization.
* Creating different pricing rules and verified whether the adjudication system is using the rules while adjudicating the Claims.
* Tested the ability to accept and send 834 electronic transactions and validate completed transactions.
* Tested the ability to store Identification number received from the Exchange and create a unique identifier for members received through the Exchange.
* Responsible for testing of different Benefit terms and contract terms, according to Configuration library.
* Development of SQL queries as per the request of the business team in SQL server.
* Extensively involved in managing defects using Quality Center and interacted with the DEV team in resolving critical and high defects.
* Extensively involved in UAT support for their execution and Defect Triage.

**Environment:** ALM/Quality Center, QTP, Trizetto FACETS, Jira, Trizetto MDE, Tidal, SQL Server, SQL Server Reporting Tool, TOAD, MS-Office, MS SharePoint.

**Med Point, Woodland Hills, CA Apr 2011 – Nov 2013**

**QA Analyst**

Project was about developing a secured web portal to enable the authorized clients to have quick access to patient's electronic health records. The project also involved implementation of Claims processing module, which involved Receipt and Verification of Claim Forms (837) and Claims Attachments (275), Claims Enquiry and Response (276/277), Adjudication, Healthcare Claim Payment/Advice (835) as per HIPAA guidelines.

**Responsibilities:**

* Written Test Scripts based on the Business requirements and executed Functional testing and data validation with defect correction and retesting, followed by regression and performance testing.
* Work closely with the SCRUM team to create test scripts and test cases to ensure coverage of all areas of the product/feature(s)
* Developed Test Plans, Test Cases to test the Screens and workflows for Quality Assurance.
* Involved in automating the test scripts using Testing Anywhere tool
* Work in Agile, scrum, and sprint environment in order to change the requirements and features set.
* Prepared the Business Requirement documents (BRD), Functional requirement documents (FRD), Use case narrative for transaction sets 837, Inbound-Professional, institutional, dental claims, 835 Outbound transactions, 270/271Eligibility Request and Response, 277CA (Health Care Claim Acknowledgement) as per the requirements.
* Supported the client with project planning, defining the project scope, analyzing requirements, prioritizing, design, testing, system documentation and user training documentation through the entire Software Development Life Cycle (SDLC)
* Prepared project plan based on requirements given by Health Business group.
* Worked with HIPAA compliant EDI ANSI X12 837 transactions mapping for both professional claims and institutional claims.
* Developed test cases, creating test scripts, analyzing bugs, and assisted with Quality assurance and development teams in defect management and User Acceptance Testing (UAT)
* Assisted with Testing and Certification of EDI transactions as per HIPAA guidelines to help ensure transactions are compliant with standards, and requirements.

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