**Saru L**

**QA Tester**

**Professional Summary:**

* Over **5+ years** of Professional experience in Information Technology, with specializing in **Business Analysis** as well as **Software Quality Assurance Testing**, Proficient in testing on **Client/ Server** and **Web based applications** and good experience on **Core Java**.
* Strong understanding in complete life cycle experience in **Scrum, Agile, SDLC** methodology and project life cycle.
* Conversant with creation and management of agile reporting artifacts like **release/ product burn down charts, sprint burn down charts, velocity, cumulative flow diagram** and throughput for each **Sprint/Kanban cycle**.
* Hands on experience writing **SQL statements.**
* Proficiency in documenting Business Process Design, Business Requirements Document **(BRD),** Functional Specification Document (**FSD).**
* Proficient in analyzing and creating Unified Modeling Language **(UML)** Diagrams such as **Use** **case diagrams,** **Activity diagrams,** **Sequence diagrams, Data flow diagrams, Business flow** **diagrams using MS Visio** and **Rational Rose**.
* Proficient in using **test automation tools** such as **Selenium WebDriver/RC/IDE/Grid, Quality Center** to develop automation testing scripts for web and client server applications.
* Sound knowledge on **Junit, TestNG** framework for Unit testing, **Maven** and **Ant** for Project building tool, **Jenkins** for Continuous Integration.
* Expert using bug tracking tool **JIRA, HP ALM/Quality Center, BugZilla.**
* Well versed with various testing stages/levels/phases, testing types, testing techniques and quality work products.
* Extensive experience in reviewing and analyzing Business Requirements and creating **Test Plans, Test Cases, Test Scripts, Test Estimation** & **Requirement Traceability Matrix**.
* Professional expertise in **Smoke Testing, Backed end Testing, Black-Box Testing, User Acceptance Testing (UAT), Functional Testing, Positive/ Negative Testing, System Testing, Regression Testing**
* Have excellent knowledge in insurance products like **HMO, PPO, POS** and **HIPPA** and Regulations.
* Well experienced with the complex tasks of **ICD 9 to ICD 10** conversion and **mapping.**
* Strong understanding of **EDI claims**, **Member Enrollment, Eligibility, and HIPPA 5010** standards
* Knowledge of different modules within Healthcare **Claims Adjudication Process** (**Membership process, billing process and enrollment & claims process).**
* Strong expertise in Health Insurance Claim process, social services, Medicaid.
* Experience in the Data Analysis and Testing of Data Warehousing using data Conversions, DataExtraction, Data Transformation and Data Loading **(ETL)**
* Experience with **HIPPA compliance** in the healthcare systems.
* Experience providing analysis for business process running on **EDI (Electronic Data Interchange**) standard.
* Expertise in **Sprint planning sessions** with **scrum team** and **product owners.**
* Expert in using various techniques to refine the product backlog with Business value and Effort estimates by facilitating **product refinement meetings.**

**WORK EXPERIENCE:**

**Client: Bank of America, Plano, TX**

**Jan 2018 to Present**

**Role: QA Automation Engineer**

**Description:**

The project was to create an online application that is designed for the business units of the bank to manage their real estates and foreclosure properties in an improved innovative way. This application has different Modules such as Online Banking/Web Banking, and Online Securities. I was a part of QA Team looking after automation of regression and handling the web and mobile application testing.

**Responsibilities:**

* Involved in test cases review by development team, product management and modified the test cases based on their feedback.
* Drafted **Test Plan** which included **testing objectives, testing phases**, scenarios and test environment after a thorough analysis of the business rules.
* Developed Automation framework using**Selenium Web Driver.**
* Utilize **CSS selectors, IDs, and XPaths** to locate elements on Web pages.
* Performed functional testing to identify various critical points in the application and automated it by using **Selenium Web-Driver.**
* Tested applications developed **in Java.**
* Used **Selenium WebDriver** for writing test scripts for regression test coverage.
* Involved in Designing & Developing data driven framework using **Selenium WebDriver.**
* Developed and Implemented automation using **Selenium WebDriver** and **Java**. Used **Eclipse IDE** to develop & debug the code.
* Used **Maven** to build and run the **Selenium automation framework**. Once the script got over, framework used to send the automation reports over email.
* Wrote acceptance test using **BDD Cucumber**, Java.
* Performed automated acceptance test written in **TDD (Test Driven Development)** using **Cucumber**.
* Involved in the Continuous Integration of the automation framework with **Jenkins**.
* Integrated the test suites to **Jenkins** to execute them automatically after every successful deployment.
* Implemented **Selenium GRID**for compatibility testing.
* Used **XPath** and **DOM** to work with dynamic and static objects in Selenium.
* Performed functional testing of **SOAP** and **RESTFUL** Web Services using **SOAP UI** Tool.
* Involved in testing Web services and XML with tool called **SOAP UI**
* Used **Git**as code repository and **Code Collaborator** to manage code reviews.
* Created **manual test cases**, reviewed with different stakeholders to validate the functionality.
* Attend the BRI (Business Requirement Identification) meeting to understand the business Requirements.
* Verified, edited and update test data in new or existing systems before testing.
* Developed detailed Test Plans and Test Cases and executed them in **HP ALM/Quality Center(QC)**.
* Performed rigorous manual testing such **Functional Testing, Smoke testing, Integration testing, Regression Testing, End to End Testing** and **System Testing**.
* Performed **Positive** and **Negative** Testing manually.
* Developed **Unix** shell scripts to manage file handling process.
* Responsible for defect tracking and defect reporting using HP ALM/Quality Center (QC).

**Environment:** Java, Selenium WebDriver, Jenkins, Maven, Cucumber, SOAP UI, XPath, CSS, Eclipse, HTML, XML, HP ALM/ Quality Center, SQL, Agile, UNIX, Windows

**Client: State Farm, Billings, MT**

**June 2016 to Dec 2017**

**Role: Business Analyst**

State farm is a provider of insurance products and related services in North America and selects worldwide markets. It is a brand name for a family of health insurance products focused on providing a variety of affordable plan choices to consumers. The portfolio of health care products includes major medical, supplemental and fixed-benefit plans for individuals, families and small employers. Also integrate the **Medicare (Part A, Part B, Part C, Part D)** data all in one single system for a smooth flow through the claims processing system.

**Responsibilities:**

* Performed a project analysis on new projects, including requirements, personnel, and costs.
* Developed and maintained work plan for system projects.
* Facilitate **daily scrum**, **sprint planning** and **sprint retrospectives meeting.**
* Worked on release on multiple sprints after successful completion of sprints.
* Met with supervisors and business users and defined the scope of the project, gathered business requirements, and conducted gap analysis.
* Managing and Billing **Medicare**, Commercial **HMO/PPO claims** on a daily basis.
* Involved in the documentation of extraction, of the data from various tables in the Data warehouse.
* Worked closely with Business Team, SME’s, Infrastructure team, and coordinated with offshore team.
* Expertise in claims**, subscriber/Member**, **Plan/Product**, **claims, Provider, Commissions and billing Modules of Facets.**
* Participated in creating **Facets data model.**
* Worked on the **EDI 834-file** load to Facets through **MMS** (Membership maintenance sub-system)
* Worked with providers and Medicare or **Medicaid entities** to validate **EDI transaction** sets or internet portals.
* Worked on **ICD 10** with respect to the claims related to **Medicare (Part A, Part B, Part C, Part D)**
* Work with solutions/ delivery teams to implement data quality processes during acquisition, **ETL,** and delivery stages for Business Intelligence solutions and changes to Data Warehouses
* Worked on the **MMS (Medicaid Management Information Systems).**

Designed claims Inquiry screen within the **MMIS** and executed Testing Scenarios, cases and conditions involving **user acceptance testing, Regression, Integration and system testing**

* Wrote BRD’s **for 834(member Eligibility**), providers file and claims tracking system, use-case Narratives including business process workflow diagrams and Requirement Traceability based on any of the projects need.
* Worked on Business requirement for payer information in geographical area and contact payers to facilitate contacting.
* Documented and gathered Functional specifications for **837 (claims), 278 (Authorizations) and 270/271 (Eligibility and Benefit Response)**
* Conducted Requirements Walk-Thru **JAD sessions** and resolved all issues/findings.
* **Lead & facilitated** numerous meetings to help answer any question on requirements during design, Development, Testing and Implementation phase.
* Organized brainstorming and **JAD sessions** with stake holders, business users, technical teams, testing team to analyze and validate the business requirements, system life cycle and explained the key performance indicators and documented and specifications.
* Created **Use Case diagrams** by analyzing by analyzing the business process followed by Activity diagrams using **MS-Visio** and participate in production of **HIPPA 5010 EDI Test data.**
* Developed use case designed process flow diagrams using Ms-Visio and Business context Diagram.

**Environment:** Agile, UAT, MS office (MS word, MS Excel, MS PowerPoint, MS Visio), MMIS, HP ALM, SQL Server.

**Client: CNSI, Rockville, MD**

**April 2015- May 2016**

**Role: Quality Analyst**

**Description:** Based in Rockville MD, CNSI partners with several health insurance companies, state Medicaid and implement the IT solutions. The project I was involved in was the platform migration of HIPAA 834 5010 version of the file. As a QA, my job was to design and test the solution to convert the X12 file into flat file, select the required data elements and load the files to ensure the correct fields are being populated on the front end. I have worked in testing both the translator and the front end and have been involved in end-to-end testing of the HIPAA 834 files.

**Responsibilities:**

* Prepared Test Cases and Test Scripts in **Quality center** for testing the applications.
* Understand and Analyzing Business Requirements/Features and preparing the Test conditions in **HP ALM/ Quality Center**.
* Executed test cases, identified defects, retested defects using Defect Tracking and reporting software’s **HP ALM/Quality Center** during various phases of testing.
* Executed Test Scripts using **QTP**.
* Coordination with QA and other teams for TDM needs Transition plan and execution TDM strategy and implementation.
* Performed **Regression, Integration, Functional, Load** and **System Testing**.
* Responsible for troubleshooting and resolving errors in **EDI** transactions **834** and 820 for health insurance exchanges and performed root cause analysis.
* Performed **UAT Testing** Manually in coordination with UAT group to ensure correct business logic.
* Reviewed documented training material for accuracy and assisted in end user training and support.
* Involved in **Facets** Implementation, involved end-to end testing of **FACETS Billing, Claim processing** and **Subscriber/Member module**.
* Worked under **HIPAA** compliance standards.
* Worked with multiple teams and coordinated with them to do various releases.
* Tested user interface and navigation controls of the application using **QTP**.
* Worked with Development Lead, BA lead, QA Manager, Release Manager on daily basis, and provided weekly status reports of QA team to product manager.
* Created **UNIX** scripts for file transfer.
* Extensive use of **SQL** queries and procedures for data validation in both source system and target system.
* Maintained **Requirement Traceability Matrix (RTM)** to make sure that test plans were written for all requirements.
* Used **Quality Center (QC)** for reporting and tracking bugs and generating reports.

**Environment:** Oracle 11g, HIPPA, EDI, Facets 4.8, XML, QTP, HP ALM/Quality Center, UNIX, MS SQL, MS Office (MS Excel, MS Access, MS Word, MS PowerPoint).

**Client: Serve Solutions IT Homes Pvt. Ltd - Kathmandu, Nepal**

**Aug 2014 to Feb 2015**

**Role: QA Tester/ Business Analyst**

**Description:** Serve Solution IT Homes Pvt. Ltd is one of the leading software company in Nepal, provides the website designing and development, mobile Apps, Web based Apps and IT services to support the business needs. These projects were involved in Library Management System, and role was to test, produce reports, spotting patterns, collecting data and setting up infrastructure.

**Responsibilities:**

* Interfaced with business analysts, developers and technical support to determine the best requirement specifications.
* Collaborated with team members to create applications system analysis based upon client requirements.
* Software Assistant (Designing and Developing)
* Develop testing routines and procedures
* Software Development Life Cycle **(SDLC)** includes requirements, analysis, development, deployment and Testing of an application for business outputs.
* Identifying source codes and data quality using **SQL queries**
* Used SSMS, Execution plan to optimize SQL Queries
* Involved in **JAD session** with business as well as Technical teams to identify the business rules for requirements and documentation
* Gathered the requirements, develop **Process Model**, **Business policies and modification of business requirement documents**
* Develop **Custom data models** and algorithms to apply to data sets
* Develop processes and tools to monitor and analysis model performance and data accuracy
* Used **Data visualization tools** to see and understand trends, outlines and pattern in data
* Monitor computer system performance to ensure proper operation.
* Implemented designs, including experimentation and **multiple iterations.**
* Directed software design and development while remaining focused on client needs.
* Worked effectively with design teams to ensure software solutions elevated client-side experience.