**ShrijalTuladhar**

**PROFESSIONAL SUMMARY**

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| * Experience in Client/Server, Web based application testing. * Implemented and experienced in various QA methodologies. * Experienced in every phase of Quality Assurance Life Cycle (QALC) and Software Development Life Cycle (SDLC) * Performed planning and development of Test Plans, Test Strategies, Test Cases and Test Scenario to meet product’s business requirements. * Proficient in Defect Reporting and Tracking throughout the entire defect life cycle. * Possess strong problem solving skills with the ability to adapt to a new environment and meet deadlines. * Strong knowledge of software development methodologies including the Agile methodology, Waterfall, and V-Model and SOA Methodology. * Skilled in bug reporting and tracking using Test Director, HP Quality Center. * Strong in IT research, software analysis and design skills. * Good knowledge of web and cloud applications. * Strong experience of developing, implementing and maintaining application systems under UNIX Operating System using SQL, PL/SQL, Oracle 10g/11g database * Performed backend database testing by writing SQL and PL/SQL scripts to verify data integrity. * Extensive experience in Backend Testing on distributed databases using SQL queries. * Worked under various Databases including Oracle, DB2, SQL Server and MS-Access. * Experience in Functional Testing, System Integration Testing, Back End Testing, GUI Testing, configuration Testing, User Acceptance Testing. * Solid understanding of Membership, Claims Processing, Billing, Benefit/Eligibility, Authorization/Referrals, COB, and have experience in HIPAA standards and corresponding EDI transactions. * Knowledge of Medicaid and Medicare Services. * Tested different web services using SOAP UI. * Experience in performing functional testing using Quick Test Pro. * Followed Workgroup for Electronic Data Interchange standards for testing that need to comply with the HIPAA guidelines. * Tested the HIPAA EDI transactions 820, 834, 820, 837/835, 276/277, 270/271 according to the requirement test scenarios. * Optimum use of documentation to avoid any form of miscommunication or misinterpretation during the entire software development process * Excellent communication and organizational skills with the ability to adapt to a new environment. * Experience in facilitating meetings with clients to discuss and sign-off on the document. * Conducted User Acceptance Testing (UAT) * Motivated self-starter with exceptional team building, leadership, and interpersonal skills. Good team player with the ability to work in time sensitive environments. * Proficient in working with FACETS, claim processing systems. * Extensive experience in Web services testing using SOAP UI & SOAP UI Pro. * Experience on Web services to combine component based development and Internet standards and protocols that include HTTP, XML, SOAP and Web services Description language. * Proficient in Black Box testing, QA Methodologies and Integration Testing, System Testing and User Acceptance Testing. * Excellent knowledge with Risk Assessment and root cause analysis for System Defects. * Experience in scripting System Test Plans, defining Test Cases, developing and maintaining Test Scripts and documentation. * Well versed in creating test strategies that ties test plan and test scripts together to enhance the quality assurance process. Good knowledge in Test Matrices, Requirement Traceability Matrix, Agile Methodologies, bug statistics, weekly and daily status reports. * Having Excellent Training and presentation skill. * Excellent verbal, written and analytical skills with ability to work in a team as well as individually. Strong inter-personal communication skills. * Specifically used SQL for Backend testing to validate the data. * Have good knowledge of SQL, Triggers, Stored Procedures and database connectivity for Back-end testing   **TECHNICAL SKILLS**  **Methodologies:** SDLC, RUP, Agile, Waterfall  **Platforms:** Windows, Linux  **Testing tools:** SOAPUI, WinRunner, LoadRunner, Quick Test Professional, Selenium  **Change Management Tools:** Rational ClearQuest, TestDirector, HP Mercury Quality  **Office Tools:** MS Project, MS Office, MS Visio  **Database:** MS SQL Server, Oracle SQL pro, MS Access,DB2, Oracle, Toad  **Programming:** Java, C++, JavaScript, HTML, XML, Ruby on Rails |
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**WORK EXPERIENCE**

**Fidelis Care, Buffalo, NY Aug 2015 - Present**

**Quality Assurance Analyst**

**Description:** Fidelis Care offers quality, affordable coverage to residents across the State of New York, including products available through Medicaid, Medicare and the NY State of Health. Fidelis Care was founded on the belief that all New Yorkers should have access to affordable, quality health insurance.

I tested entire HBX (Health Benefit Exchange) Enrollment, Claim and billing transactions and addressed all the issues properly.

**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.
* Automated execution of multi-user performance tests, used online monitors, real-time output messages Analyze, interpret, and summarize meaningful and relevant results in a complete Performance Test.
* Prepared Test cases and Scripts in Quality center and executed them in test lab module.
* Wrote Test Cases and design test steps according to the requirements specifications in Excel.
* Recommend ways and workarounds for HIPAA 5010 (EDI X12 837,834,278,270) upgrades.
* Conducted walk through with Business analysts and business owners get the test case sign off.
* Promoted Unix releases from development to QA and to UAT environments
* Tested Web services using SOAP UI and SOA Reported Defects to developer and generated Reports.
* Involved in testing HIPAA Transactions & Code Sets Standards like (834- Enrollment /enrollment cancelation to a health plan, 835, 837 ...etc.).
* Understanding and hands-on working experience with standards for medical transactions like Enrollment 834, Claims 837, Eligibility inquiry 270, Eligibility response 271, Claim status 276, and Claim status response277.
* Knowledge and expertise in working with Claims, Provider, Enrollment, Finance, Benefits, and Vendor Management Business Areas.
* Created and documented performance testing plan and approach for enterprise wide projects.
* Worked closely with test management team to establish performance testing criteria.
* Maintained Requirement Traceability Matrix (RTM) to make sure that test plans were written for all the requirements.
* Tested the ANSI X12 Version 4010 /5010 EDI transactions (HIPAA) like (834, 837P, 837I, 835 remittances).
* Experience working in ANSI x12 837-835 EDI Transaction.
* Worked on Member and claim domain applications, for HIX (Health insurance Exchange) Project.
* Managed the testing and verification of HIPAA standard transactions, and EDI messages (837),
* Validate the date from EDI transaction.
* Managed and developed EDI specifications, for data feeds and mappings for integration between various systems, to follow ANSI X12 4010 formats including 270 Eligibility/Benefit Inquiry, 271 Eligibility/Benefit Information, 276 Claim Status Request, 277 Claim Status Response, 810 Invoice, 820 Payment Order/Remittance Advice, 834 Benefit Enrollment, 835 Remittance Advice and 837 Claims and Encounter, to meet and exceed HIPAA requirements set forth by the federal government.
* Created EDI documentation processes and procedures for high level users
* Exported test cases into Quality Center.
* Executed Web Services functional testing and created test suites for validating SOAP and REST based services using SOAP UI PRO.
* Analyzed modules and designed test scenarios and test scripts in UNIX environment.
* 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 Center.
* Found the defects logged into MQC, coordinate with developers did regression testing after the defect is fixed.
* Used QTP to perform Regression Testing.
* 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, Agile, Windows**,** PL/SQL, Mainframe, UML, MS Office, HP ALM.

**Care Source, Dayton Ohio Nov 2014– May 2015**

**QA ANALYST**

**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 manage all relationships between the payer organization and its members and providers. I was involve in validate the member enrollment 834 files and load the 834 file in TriZetto FACET and validate the frontend and backend facets data.

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, and Coordination of Benefits (COB), dental implementation, membership and UAT .

**Responsibilities:**

* Reviewed Business Requirements with Business Analyst, Project Manager and Lead Developer to learn the functionality of the application.
* Performed regular verification sessions and walk-through sessions to check the proper functioning of the application
* Involved in preparing Test Plan and Test Cases based on business requirements.
* Created and generated test scripts for different test scenarios covering all aspects of project functionality.
* Wrote Test Cases and design test steps according to the requirements specifications in Excel.
* Prepared Test cases and Scripts in Quality center and executed them in test lab module.
* Checked the data flow through the front end to backend and used SQL queries, to extract the data from the database.
* Used HP-QC for Test Planning, Test Designing, Test Analysis, Test Execution, Defect Tracking and Reporting
* Get sign off after completion all the test scenarios have been tested successfully.
* Worked on different FACETS environments (Facets Int, vInt, Cert, vCert).
* Extensively involved in Database testing by writing SQL queries.
* Tested EDI transactions for Claims (837P, 837I, 837D, 835, 270/271,276/277 and 278)
* Executed HIPAA compliance checks throughout the transaction life cycle.
* Extensively worked on creating the test data
* Found the defects logged into ALM, coordinate with developers and did regression testing after the defect is fixed.
* Tested the ANSI X12 Version 4010 /5010 EDI transactions (HIPAA) like (834, 837P, 837I, 835 remittances).
* Tested all edits for Facets Claims module.
* Performed Positive and Negative Testing Manually
* Extensively helped the team for EOB testing.
* Extensively helped the team for Facets upgrade testing.
* Experience working in ANSI x12 837-835 EDI Transaction.
* Managed the testing and verification of HIPAA standard transactions, and EDI messages (837),
* Validate the date from EDI transaction.

**Environment:** FACETS, Ultra Edit, Clarity, QTP, Agile, Windows, PL/SQL, Mainframe, UML, MS Office, HP ALM 11, Tidal Enterprise Scheduler (TES).

**BCBS, North Carolina Oct 2013 – Oct 2014**

**QA Analyst**

**Description:** Blue Cross and Blue Shield of North Carolina (BCBSNC) is a leader in delivering innovative health care products, services and information to help customers improve their health and well-being. It is the largest health insurer in the state, with over 4,000 employees serving more than 3.6 million customers. This project involves creating the system to initiates all the necessary procedures, standardizes and validates the data according to HIPAA regulations. The new application also allows the agents to track and manage the status of a health benefit claims.

**Responsibilities:**

* Tested web services by generating XML SOAP requests and validated the corresponding XML SOAP responses.
* Verified the web services for its functionality, reliability, scalability using SOAPUI web services test tools.
* Created Data for XML Requests in SoapUI.
* Performed Web Service testing using HP UFT.
* Profound knowledge of web services testing using Service Oriented Architecture tools SOAP UI
* Performed manual and automated test procedures for functional testing of Web services using SoapUI.
* Tested Section 508 compliance, HIPAA infrastructure EDI transactions for Claims (837P, 837I, 837D, 834, 835, 270/271,276/277 and 278)
* Executed HIPAA compliance checks throughout the transaction life cycle.
* Tested EDI 820 payment order/ remittance advice transaction.
* Used SOAP UI to test web services and validated all operations in WSDL.
* Tested Web services using SOAP UI and SOA Reported Defects to developer and generated Reports
* Coordinated with team members for creating Regression Test Suite
* Executed test cases and logged and tracked defects to completion in Quality Center.
* Executed SQL with joins for extraction and verification of data.
* Involved in daily release for smoke, Integration and regression testing and Production support.
* Performed Database testing using DB2 Connect and Extra tools for verification of data tables in database.
* Involved with backend testing of the SQL database and verified the EDI data transactions going fine in the database.
* Performed the functional and Regression test and logged Defects in Quality Center and worked with developers to get Hot fixes done on daily basis.
* Enforced soft code/hard code freeze guidelines after the test execution phase for a project
* Ensured sanity test are executed after hard code freeze
* Perform Header and Body Testing as a part of Regression Test using SOAP UI
* Extensively used SQL statements to query the Oracle Database for Data Validation
* Planning for and reviewing the Test cases for Functionality, Security, and Performance testing.
* Inspected and worked on HTTP web services application and on SOAP APIs.
* Regularly interacted with Developers to discuss various problems and issues
* Performed Smoke Test before moving the code to a Stable QA environment.
* Performed Execution of test cases in multiple cycles including Regression
* Coordinated with development team to ensure timely delivery of builds for new functionality and defect fixes.
* Coordinated with multiple teams to ensure exclusive access during the various phases of testing.
* Scheduled and coordinated for Performance Testing of the application.

**Environment:**Altova XML spy, SOAP UI, Quality Center, Oracle, SQL, SQL plus, DB2, MS Excel, MS Word, Webster Testing Framework, Visio, Windows.

**CareFirst- BCBS Washington, DC Sep 2012- Oct 2013**

**QA Analyst**

CareFirst is a large non-profit healthcare insurer in the Mid-Atlantic region of the United States. They have embarked on a major strategic initiative called Health System Consolidation (HSC) to consolidate all membership and billing software applications into a single system. I was involved in testing the Facets Upgrade project for 5010 compliance.

**Responsibilities**:

* Reviewed Business Requirements with Business Analyst, Project Manager and Lead Developer to learn the functionality of the application.
* Performed regular verification sessions and walk-through sessions to check the proper functioning of the application
* Involved in preparing Test Plan and Test Cases based on business requirements.
* Created and generated test scripts for different test scenarios covering all aspects of project functionality.
* Used Selenium Tool for Functionality testing.
* Mapped claims, payments, and status to back-office database.
* Validate different EDI formats and transactions under HIPAA compliance.
* Verified application functionality and user acceptance Using Selenium.
* Tested and Validated Request and Response of XML using SOAP UI.
* Performed testing and implementation of X12 HIPAA standards for 837.
* Devised and executed manual and automation test strategy to successfully test the EDI for 820, 837, 820, 835, 270, 271, 276, 277, 834 transactions.
* Involved in testing EDI 820 payment order/ remittance advice transaction.
* Analyzed the responses of the web service using SOAP UI and validating the data in backend.
* Developed and executed Data Driven tests using Quick Test Pro.
* Responsible for writing VBScript that output values on excel sheet.
* Worked in Database DB2 & SQL to validate and verify the test results.
* Web Services Automation Testing using SOATEST, SOAPUI.
* Automated execution of multi-user performance tests, used online monitors, real-time output messages Analyze, interpret, and summarize meaningful and relevant results in a complete Performance Test Report.
* Monitor and administrate hardware capacity to ensure the necessary resources are available for all tests.
* Used HP-QC for Test Planning, Test Designing, Test Analysis, Test Execution, Defect Tracking and Reporting
* Used SOAP UI for web service testing like validating the response of claim processing.
* Extensively used PVCS for configuration management.
* Wrote extensive SQL queries for Back End testing.
* Tested the application for cross browser compatibility.

**Environment**:Informatica , SQL, Quality Center, SOAP UI, DB2, Selenium, XML, QTP, HTML, DHTML, Java Web logic Server, UNIX, Windows 7/XP, MS Office Tools

**Specialized Health Care Inc, Augusta, GA May 2011 – Sep 2012**

**QA Analyst**

**Description:** SHC Inc, a division of United Health Group oversees a variety of healthcare companies engaged in care management, insurance, and other support services. The company offers a diversified portfolio of health insurance products and related services to employer groups, government-sponsored groups, and individuals. Plans include national networks, open access networks, tiered network plans, co-pay plans, deductible plans, self insured plans, senior, individual, dental plans and health savings accounts.

E-care a web-based technology uses databases to provide an extremely cost effective tool to validate patient demographics and verify insurance eligibility in real-time conforming to HIPAA standards. The features of E-care include online appointments, Medicare/Medicaid Eligibility, Billing Verification, Self-Pay/Commercial Eligibility, Real Time Processing, Billing Address Verification with Address History and Insurance Eligibility Verification.

**Responsibilities:**

* Reviewed the Business Requirement documents and the Technical Specification documents
* Developed Test Plans, Test Cases and Test Scripts to define scope of overall quality assurance testing
* Performed web application security vulnerability testing.
* Used parameterization to test the application for different kinds of data.
* Uncovered multiple issues related to the data population in the backend database manually.
* Conducted GUI Testing manually.
* Performed Security Testing manually using Positive and Negative Testing to ensure appropriate user authentication.
* Enhanced Quick Test Pro Scripts by putting Check Points like Standard Checkpoint, Database Checkpoint Bitmap Checkpoint, Text Checkpoint, Text Area Checkpoint and XML Checkpoint.
* Developed Quick Test Pro Test Scripts by analyzing Output Values like Standards Output Value, Text Output Value and Database Output Value.
* Responsible for performance testing and functional decomposition of web-based (SOA).
* Performed SOA / Web Service testing using soapUI
* Worked on Soap UI to execute and test Real-time Transactions
* 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.
* Tested and detected bugs in the front end of the application
* Tested web services by generating XML SOAP requests and validated the corresponding XML SOAP responses.
* Performed UAT, Usability, Cross-Platform and Regression Testing during different stages of the application development.
* Developed Test Cases and scheduled Test Runs in Quality Center.
* Participated in various meetings and discussed Enhancement and Project Change Requests
* Coordinated with offshore teams on a daily basis to get the status updates.
* Performed negative testing heavily to encounter invalid unexpected values
* Actively participated in project enhancement meetings

**Environment:**Quick Test Professional, Quality Center, Internet explorer, MS Office, Soap UI.

**Meridian Health Care Management, Woodland Hills, CA Oct 2009 – Mar 2011**

**QA Analyst**

**Description:** Meridian Health Care Management is an outsource company that provides administrative and technology services to healthcare providers and payers.

**Responsibilities:**

* Prepared Test plan based on high- level requirement
* Creation and execution of manual test cases
* Reviewed test assignments, wrote SQL queries, and conducted tests as assigned
* Used Quality Center for bug tracking and reporting, also followed up with development team to verify bug fixes, and update bug status
* Prepared Test Cases based on business requirements and business rules for HIPPA EDI Transaction 834, 837, 835.
* Created Test Cases for Claims Adjudication Process for 837P.
* Tested all edits for Facets Claims module.
* Performed Positive and Negative Testing Manually
* Performed Security testing on the application.
* Experiences working in ANSI x12 270/271 EDI Transactions.
* Documented the test results and reported the status of assigned test tasks and issues to project QA Lead.
* Extensively used SQL statements to query the Oracle Database for Data Validation and Data Integrity.
* Made sure that the systems complied with the rules of HIPAA.
* Helped in project testing efforts for doing integration tests, regression tests and user acceptance tests.
* Reported and tracked defects using Quality Center.
* Worked on Data mapping, logical data modeling and used SQL queries to filter data within the Oracle database tables
* Actively participated in walkthroughs and enhancement meetings
* Maintained Test Matrix and Requirement Traceability Matrix.
* Created Status and Test Summary Reports on Weekly basis.
* Extensive UAT Testing Manually.
* Used MQC for bug tracking and reporting, also followed up with development team to verify bug fixes, and update bug status.
* Documented bugs found out during the process of testing
* Performed Black Box testing, Functional testing, Regression Testing, system testing of the application.
* Participated in weekly walkthrough and inspection meetings, to verify the status of the testing effort and the project as a whole.

**ENVIRONMENT:** Quick Test Professional, Quality Center, Internet explorer, SOAP UI, MS Windows, DB2, MS Office

**Aetna Health Care, Blue Bell, PA Feb 2008 - Aug 2009  11**

**QA Tester**

**Description:** Aetna is promoting the health and well-being of the residence of Philadelphia. I worked as a QA 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:**

* Involved in HIPAA/EDI Medical Claims Analysis, Design, Implementation and Documentation
* Involved in HIPPA Complaint X12N837 Transaction testing.
* Developed and implemented EDI applications to process Health Care transactions as per the HIPAA implementation
* Conducted Black Box Testing on the application and validated the dataflow in the application.
* Involved in preparing the Test Scenarios for Health Care Claim Payment/Advice
* Written multiple Test Cases (System, Integration) for multiple transactions include 837I, 837P, 835, (both inbound and outbound) transactions
* Wrote extensive SQL queries for data validation, analysis and manipulation, and maintaining the integrity of the database.
* Tested web services by generating XML SOAP requests and validated the corresponding XML SOAP responses.
* Tested the database integrity by writing SQL Queries using DB2 control center.
* Performed Functional, Regression and Usability Testing using QTP.
* Prepared test scripts for automated testing using QTP
* Wrote SQL queries extensively to retrieved data from the database
* Performing Functional and GUI testing on Facets.
* Prepared test matrices based through defect status in Quality Center.
* Involve in testing of FACETS Implementation, involved in end to end testing of FACETS Claims Processing module, Membership and benefits.
* Retrieved records from multiple tables from Oracle Database by using joins such as Inner Joins, Outer Joins, and Self Joins.
* Perform Header and Body Testing as a part of Regression Test using SOAP UI
* Extensively used SQL statements to query the Oracle Database for Data Validation and Data Integrity using TOAD
* Planning for and reviewing the Test cases for Functionality, Security, Performance, Database and User Acceptance testing.
* Inspected and worked on HTTP web services application and on SOAP APIs.
* Logged defects in Quality Center and interacted with the developers to resolve technical issues.
* Performing Backend Testing extensively by writing validation queries on DB database.
* Validating member’s benefits against the benefits matrix.
* Analyzed and tested data on claims manually and writing queries on DB database for validating data.
* Validating member’s accumulator track right member’s benefits and making sure that Claims gets paid according to the SEPY’s rule.

**ENVIRONMENT:**Configuration and Testing Management (In house Tool), Facets, SOAP UI, Toad, Interactive SQL, DB2, MS Word, MS Project, MS Excel , Quality Center, QTP.

**EDUCATION:**

Bachelors in Finance