**Prarthana**

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**Sr. QA Tester**

**PROFESSIONAL SUMMARY**

* Over 7+ years of experience in Software Quality Assurance and Software testing.
* Experienced in using applications testing tools like Selenium, QTP, HP Quality Center and HP ALM.
* Good Technical Experience in Writing Test Cases, Test Scripts, Automated scripts, Documentation and Setting up Test lab Environment.
* Proficient in implementation of Software automation, Testing (functional, acceptance, browser compatibility).
* Proficient in Black Box and White Box Testing, System Testing, Integration Testing, Regression Testing, End to End Testing and User acceptance testing.
* Experience in Bug Tracking.
* Experience in Medicaid/Healthcare applications and worked in all HIPAA versions and transactions like 4010 and 5010 270, 276, 837, 834 and 835 transactions.
* Experience in developing end to end automation using Selenium WebDriver/RC/IDE/Grid, Quick Test Professional, Junit/TestNG, ANT, Maven, Jenkins, Hudson, Jbehave, Cucumber, Web Services (REST, SOAP.
* Strong experience in testing the enhanced FACETS/AMISYS system, evaluating claims adjudication needs and creating HIPAA-compliant business rules configuration.
* Having good experience in Agile (Scrum) methodologies.
* Written Selenium Automation Scripts for Sanity and Regression testing.
* Experience in Using Quality Center extensively for Establishing Traceability to Requirements, Test Cases, Bug tracking and Reporting.
* Written Selenium Automation Scripts for Sanity and Regression testing.
* Extensive knowledge of HMO Medical Management Information Systems (MMIS), Health Insurance Portability and Accountability Act (HIPAA) standards, Electronic Data Interchange (EDI) and implementation of HIPAA code sets, ICD-9, ICD-10.
* Experience in writing and executing test cases using Mercury Quality Center
* Experienced in Back-End testing by using SQL queries on MS SQL Server, Oracle on Windows and UNIX platform
* Expert in creating SQL queries against Oracle, MS SQL server and DB2.
* Performed Backend Testing of the application by writing SQL queries and writing UNIX Shell Scripts
* Created complex SQL scripts and embedded them into the UNIX Shell scripts to automate the Back-End testing.
* Connected to SQL Plus in UNIX and created and executed complex SQL queries.
* Experience in web services testing using Service Oriented Architecture tools SoapUI.

**TECHNICAL SKILLS:**

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| Bug Tracking Tools | JIRA, Test Director, Quality Center, HPQC 11.5 (ALM) |
| Testing tools | QuickTest Professional (QTP), HP TestDirector, HP WinRunner, Selenium, SOAP UI, Load Runner |
| Microsoft Technologies | VBScript, .NET, C#, Java |
| Web Technologies | Visual Studio.Net, Top Style Editor, Rational Rose, MS Project. |
| Front End Tools | JIRA, Bugzilla |
| Databases | MS SQL Server, MS Access, Sybase, DB2 |
| Browsers | Internet Explorer, Firefox, Chrome, Safari |
| MS Office Tools | MS Excel, MS Word, MS Project |
| OS | Windows XP/2000/NT/98, UNIX, DOS, OSX LION |

**PROFESSIONAL EXPERIENCE**

**Rex Healthcare Hospital, Raleigh, NC Sep 2013 to Till Date**

**Role: Sr. QA Tester**

**Description:**

The Rex Healthcare Hospital has to comply with CMS mandated ICD-10 requirements within very tight deadlines. The scope of the project is to collect the detailed information from various areas of the hospital and gather the requirement regarding all the applications, which are currently in use in hospital. The purpose of the project is to define the roadmap for implementation and analyze the collected data in order to fulfill the change from ICD-9 to ICD-10.The project also involved in upgrading current version of HIPAA 4010 to HIPAA-compliant version 5010

**Responsibilities:**

* Reviewed Business Requirements with Business Analyst, Project Manager and Lead Developer to learn the functionality of the application.
* Managed the Application Development efforts in support of the Amisys Claims and Billing system, in addition to Electronic Data Interchange processes
* Used EDIFECS spec builder to manage claim transaction and billing application requirements.
* Performed regular verification sessions and walk-through sessions to check the proper functioning of the application
* Performed Online Security testing of different profiles in Facets.
* Extensive analysis on conversion of Claims, Members and Providers files from Amisys into Facets
* Worked as QA analyst testing AMISYS claims processing system. This included manual testing of processing totaling several hundred per day
* Extensively involved in testing Trizetto's Facets and mainly involved in Enrollment and Eligibility modules.
* Involved in Facets Output generation, Interface development and Facets Migration Projects.
* Provided analytical solution to the customers for Facets Production Issues
* Validate different EDI formats and transactions under HIPAA compliance.
* Involved in re- engineering of the EDI Gateway to assist in the development of HIPAA repository to process 5010 claims.
* Used EDIFECS spec builder to manage claim transaction and billing application requirements.
* Tested and Validated Request and Response of XML using SOAP UI.
* Using EDIFEC SpecBuilder to develop Companion Guides for providers, third party billers/trading partners.
* Responsible for the complete design, development and implementation of 834, 835,837,270,271 using Gentran ODBC functionality.
* Performed Functional and GUI testing on Facets 5.01 Billing, Customer service and Subscriber application under Facets.
* Analyzed the responses of the web service using SOAP UI and validating the data in backend.
* Developed automated test scripts using QTP and performed functional and regression testing.
* Experience working on Facets Interface development and Facets Migration and Conversion Projects
* Vast knowledge and experience in Health Care industry, experienced in testing different healthcare ERP solutions such as FACETS, MedPlus, EPIC and other claim processing solutions.
* 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.
* Wrote extensive SQL queries for Back End testing also verified the data from the Oracle database.

**Environment:** SQL, Quality Center, SOAP UI, XML, HTML, UNIX, Windows 7/XP, Amisys(Mainframes),facets 5.01, MS Office Tools, **,** Edifecs Spec Builder 7.0.5

**First Care Health Plans, Austin, TX Jan 2012 to Aug 2013**

**Role: QA Tester**

**Description:**

The main object of Testing is to ensure that the Facets overall process flows are performed as expected and that the custom-built system components (interfaces and extensions) are properly integrated together with Facets and external Subsystems.

**Responsibilities**

* Involved in developing various test plans and test cases for different versions and applications using Quality Center.
* Involved in analyzing requirement documents and updates and responsible for developing respectable functional test cases.
* Involved in maintaining and executing Test Plan and Test Strategies based on high level Business and Technical documents.
* Coordinating with different test team members for Regression and Smoke testing.
* Involved in testing various Claims Processing and Data Conversion from Legacy system to Facets.
* Involved in testing the enhanced FACETS/AMISYS system, evaluating claims adjudication needs and creating HIPAA-compliant business rules configuration.
* Involved in testing the loading of Claims data into Facets and recorded defects in Footprints.
* Involved in testing HIPAA EDI Transactions.
* Involved in validation of HIPAA for 834, 837,835,270,271,276,277 transactions.
* Involved in validating XML Files.
* Responsible for checking whether the interfaces and the extensions properly integrate with the Facets application.
* Generating reports using Quality Center (QC) and documenting them in Word format and communicating test results to the project manager.
* Involved in writing and maintaining Test scripts using Quick test professional (SOAPUI) to perform Automation testing during the Regression and integration testing phase.
* Involved in QA process improvement such as defect resolution, process flow and problem solving techniques.

**Environment:** **:** TriZetto Facets 4.31, HP Quality Center 9.5/10, SOAPUI 10, Amisys(Mainframes), EDI HIPAA Gateway, PVCS, Footprints, XML, Windows XP/NT, XML, MS Excel, SQL Server.

**WellPoint Inc, Virginia Beach, VA Jan 2011 to Dec 2011**

**Role: QA Tester**

**Description:**

WellPoint, Inc. is one of the largest health benefits companies in the United States. Through its networks nationwide, the company delivers a number of leading health benefit solutions through a broad portfolio of integrated health care plans and related services, along with a wide range of specialty products such as life and disability insurance benefits, dental, vision, behavioral health benefit services, as well as long term care insurance and flexible spending accounts. This project is a web based application which allows the customers to pay the bills online, get an online quote, report a claim, view the claim status and verify the account balances etc.   
I was involved in the testing of following modules ,Admin Module, Personal Information Module, Report Module, status module, Account balance module.

**Responsibilities**

* Analysis of Business and Requirement Specifications. Designing Test Lab and formulation of Test Strategy, Test Plans and Test Cases in HP ALM for the Functional, Integration, end-to-end, stability, Security and smoke testing.
* Extensively tested the application for security.
* Performed functional testing to identify various critical points in the application and automated it by using Selenium Webdriver.
* Used JUnit Framework for creating Selenium scripts.
* Involved in Integration system & Regression Testing
* Tested compatibility of application for dynamic and static content under various cross browsers using HTML IDs and XPath in Selenium.
* Performed Regression testing for new builds and every modification in the application using Selenium 2.
* Researching various open source automation tools that facilitate an easy and simple approach for automation.
* Used Selenium IDE for testing various web applications.
* Used Selenium Webdriver to run test cases in multiple browsers and Platforms.
* Tested the various Service Oriented Architectures (SOAs) spanning across various web services using SOAP and WSDL across various applications using SoapUI.

**Environment:** **:** Quick Test Pro, Quality Center 8.0, MS SQL Server 2005/2000, VB Script, SQL, UNIX, XML, HTML.

**Magallen Health Services, St. Louis, MO Apr 2009 to Dec 2010**

**Role: QA Analyst.**

**Description:**

Magallen Healthcare Services is a health care management company whose primary business is to simplify complex and costly health care services. Its core business is to manage behavioral health care, diagnostic imaging, specialty pharmaceutical services and providing pharmacy benefits administration. Its services has enabled to deliver invaluable insights and innovative solutions that positively impact both the quality and the cost of some of the country's fastest growing areas of health care issues.

**Responsibilities:**

* Prepared Test Plan and Test Cases based on the business and functional specifications.
* Analyzed code to performed white box testing
* Coordinated and worked closely with business analysts and stake holders during gathering requirements for the product and documented test cases.
* Recorded the test cases using Automation tool, Win runner for web based application and checked the functionality of the application.
* Reviewed the test cases written for Unit and Integration level.
* Analyzed test specifications and converted them into Manual Test Cases.
* Performed End to End Testing and involved in User Acceptance Testing.
* Performed Security Testing (Authorization Testing, Access Control Testing).
* Worked on SQL statements in checking the validity of the Backend.

**Environment:** Quick Test Pro, Quality Center 8.0, MS SQL Server 2005/2000, VB Script, SQL, UNIX, XML, HTML

**Memorial Hospital, Carbondale, IL Nov 2007 to Mar 2009**

**QA Analyst / Tester**

Memorial Hospital is one of the sub-branches of Southern Illinois Health Care which is one of the admirable health care providers in Illinois. The Project designed was an Intranet-based application called OPT application (Online Patient Tracker application), which provides a centralized access to all the necessary resources in the hospital for Physicians, Nurses and other employees in the hospital. For the User’s the Interface was a web-based one where they can schedule their appointments, search for Physicians, their bills and many more. This application helps the authorized administrators in the hospital to update the patient records.

As a Quality Analyst I was involved in development of claim management data warehouse to assist claim professionals to analyze and administer the claims in an efficient manner. The operational data came from multiple sources and was then loaded into claim management data warehouse. Worked on the entire reporting process. Interacted with the ETL team, developer(s) and management.

**Responsibilities:**

* Participating in **JAD Sessions, BRD Reviews, FS Reviews, and Tech Spec** Review Meetings.
* **Was responsible for data mapping of HL7 messages into relational database.**
* Developing scripts using automated testing tools for **regression** and **performance** testing of the application.  This role involves interfacing with developers.
* Developed and **customized** Mercury interactive **Load Runner** scripts to simulate virtual users.
* **Co-ordinate** with other members of the QA team and the development team for tuning the system for achieving the performance goals.
* Performed **scalability load testing** involving simulating load from multiple machines.
* Generated **Vuser script** to emulate concurrent users, inserted **rendezvous points** in the Vuser scripts and Created and Ran different **Scenarios** for the application.
* Used the parameterization option in **Load Runne**r’s **Virtual User Generator** to generate test-conditions for the dynamically varying bandwidth in the network.
* Generated an extended log with this **parameter substitution** to check its working using **Load Controller.**
* Analyzed the **response time graphs** over multiple iterations thus generated in **Load Analysis**.
* Internal & External review of Test plan and Test cases. Build setup on Test environment and installation Testing.
* **Analyzed HL7 messages to track necessary information pertinent to solving Epic and Heat cases.**
* Used to identify the queries which were taking too long and optimize those queries to improve **performance**
* Conducted overall quality assurance responsibilities including writing test plans, detailed test cases, test scripts, and test automation development, test execution, defect reporting and tracking, full documentation, and supervision.
* Wrote Test Plans in MS Word for Manual Testing, System Testing, Integration Testing, **Performance** Testing, Regression Testing & reviewed their consistency with the business requirements.
* Designed Data Stage **ETL** jobs for extracting data from heterogeneous source systems, transform and finally load into the Data Marts.
* **Performed White Box, Black Box, and Usability Testing**
* Wrote Test Casesin MS Excel for user registration, access to training material, and activity log-in, reviewed the test cases and finalized
* Responsible for testing **facets** core application and **UAT** modules by following standard testing procedures
* Coordinated and ensured environment setup and availability of infrastructure required for testing.
* Used SQL to test various reports and **ETL** load jobs in development, QA and production environment.
* Documented the outcomes of all the testing in MS Word and MS PowerPoint.
* Conducted Functionality testing during various phases of the application using QTP.
* At the end of the project period, a few defects with open status were sent back to the developers through VP and BA

**Environment:** Mercury Tools(Win Runner 7.0, **HL7,** Test Director 7.0/7.5, MS Office, MS Visio, MS project, **Load Runner** 6.5/7.0, Quick Test Pro 6.5, Quality Center 9.0), Adobe LiveCycle 7.2, Facets, NT/00, SQL, SQL Server, XML.