## CAREER SUMMARY

* Over all 7+ years of IT experience in Quality Assurance and Software Testing of various business applications in Client/Server environments, Web-based applications, Data-Warehousing solutions and ETL Testing and Mobile Applications.
* Strong diversified knowledge in Healthcare and Retail businesses.
* Experienced in developing Test Plans and Test Cases for different types of software testing.
* Proficient in both Manual and Automated Testing Tools such as QTP, Win Runner, Load Runner.
* Extensive knowledge of SDLC (Software Development Life Cycle) methodologies.
* Experienced in Software Development Life Cycle (SDLC) and Project Life Cycle specialized in Healthcare domain with prime focus on claims adjudication, billing, provider, eligibility and prior authorization for Medicare, Medicaid and Blue Programs.
* Experienced in various types of testing including Sanity Testing, Smoke Testing, Blackbox testing, Functionality Testing, Performance Testing, Volume Testing, Unit Testing, Integrated Testing, System Testing, Positive and Negative Testing, Security Testing and Regression Testing of, Web Based and Client-Server applications
* Good experience working with Claims Processing ITS, Subscriber/Member enrollment, Billing and Provider applications in **FACETS**.
* Performed Back End Testing by executing SQL queries.
* Experience in working with different modules of **ALM/Quality Center** such as Requirements, BPT, Test Plan, Test Lab and Defects.
* Involved in maintaining Test Matrix and Traceability Matrix and performed Gap Analysis
* Performed User Acceptance Testing (UAT) manually.
* Participated in design walkthroughs and verified QC Test Scripts and results.
* Tracked and reported on test execution.
* Good Documentation and Process Management skills with an ability to effectively understand the business requirements to develop a quality product.
* Effective Time Management Skills and consistent ability to meet client deadline.
* Assisted the Project Manager Plan, Coordinate, and Monitor project levels of performance and activities to ensure project completion.
* Excellent project planning, design and management skills.
* Excellent analytical, problem solving, presentation, and interpersonal skills.
* Good team player with excellent communication skills and ability to lead, manage and work independently in a time sensitive environment.

**TECHNICAL SKILLS**

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| TESTING TOOLS | Win Runner, Load Runner, **QTP**, **SOAPUI** |
| BUG REPORTING | Test Director , **ALM/Quality Center**, CQTM |
| REQUIREMENT MGMT TOOLS | CaliberRM, Rational Requisite Pro |
| PROGRAMMING LANGUAGES | SQL, TSL (Test Script Language), VB Script |
| RDBMS | Oracle, MS Access, My SQL |
| OFFICE SOFTWARE | MS Office (Outlook, Word, Excel, PowerPoint) |
| OPERATING SYSTEM | Windows 95/98/XP/2000/VISTA/, UNIX/LINUX |
| WEB TECHNOLOGIES | J2EE, JAVA, HTML, XML,.NET, ASP.NET, HTML, BEA WEBLOGIC, BEA WEBLOGIC PORTAL FRAMEWORK |

**PROFESSIONAL EXPERIENCE**

**Premera Blue Cross, Mountlake Terrace, WA Jan 14 – Present**

**Sr. QA /Facets Tester**

I was working in Obama health insurance Exchange (HIX) project that was implemented by Premera. As per contract between Premera and State/Government, Premera developed this web based application. The project was based on 3 states WA\_HIX, AK\_HiX and OR\_HiX. I worked on Facets Subscriber/Member Enrollment Application system. Worked on FACETS claims processing system and worked on its different applications like enroll subscriber/member.

Premera was also enrolling members from Health Exchange as required by the Patient Protection and Affordable Care Act (PPACA). I worked as a Senior Quality Assurance Analyst and tested various systems and processes of this health exchange membership enrollment, account implementation and billing project.

**Responsibilities:**

* Review and analyze Business Requirement Documents (BRDs), Technical Requirement Documents (TRDs), and Conceptual Specification Design Documents (CSDs).
* Write Test Scenarios and Test Cases based on the BRDs, TRDs, CSDs, process flows, architectural diagrams and business needs. This activity included Individual and Group Setup in Members Edge; Health Exchange Payment (820); Health Exchange Enrollment (834), UCSW; IVR; Invoice & Billing activities.
* Create Test Data as required. Test Data was created for Standard Payments **(820) in ASC X12 005010X218** format; Health Insurance Exchange Related Payments **(820) in ASC X12 005010X306** format; Health Insurance Exchange Enrollment (834) in **ASC X12 005010X307** format; Setting up a new Health Exchange Groups /Individuals and perform Billing and Fulfillment activities
* Execute Test Cases for Individual and Group Setup in Health Exchange Enrollment **(834),** Health Exchange Payment **(820);** UCSW; IVR; Invoice & Billing activities.
* Analyzed User stories and developed test case negative and positive scenario and wrote the test cases.
* Involved in performing Functional, integration, and regression testing.
* Validate  **EDI 834** enrollment process according to **HIPAA** compliance
* Created various suites of enrollment process, claim process in Claims Test Pro by creating a keyword file and loading them to FACETS for testing.
* Prepared Test Plans and Test Cases based on the functional requirements and **HIPAA** regulations like 834, **837, etc.**
* Participated in the management of testing project with the help of QTP.
* In depth testing for 834/835 Inbound & Outbound process of X12 through Xengine until Submission file to State in ETL Process for Various LOB's.
* Performed Manual Testing to check the usability of the application.
* Tested a number of complex ETL Ab Initio graphs, for initial and daily data loads.
* Executed Configuration Testing to check if the application was compatible in different environment for each module of the application.
* Created test cases manually to perform different types of testing such as positive/negative, functional/regression, interface, black box, white box, performance testing, smoke/sanity testing, etc.
* Part of a team for testing **FACETS** Accumulators
* Involved in **FACETS** Implementation, involved end to end testing of **FACETSBilling, Claim Processing and Subscriber/Member module.**
* Set claim processing data for different **FACETS** Module.
* Tested **HIPAA** regulations in **FACETSHIPAA** privacy module.
* Conducted Back-End Testing manually for the purpose of Database Integrity.
* Developed test scripts in SQL to check the data integrity from the databases
* Bug Reporting and Tracking using **Quality Center**
* Performed User Acceptance Testing (UAT)
* Generated defect reports using **Quality Center** and presented using MS Office tools

**Environment: FACETS**, SQL plus, VB Script, MS Visio, XML, MS Outlook, Test Director, **Quality Center**, QTP

**PacifiCare, Cypress, CA Jan 11 – Nov 13**

**QA /Facets Tester**

PacifiCare is committed to an ongoing emergency planning program, PacifiCare merge with United Health Group, The Medicare Prescription Drug, Improvement, and Modernization Act of 2003 (MMA) creates a prescription drug benefit for Medicare beneficiaries and establishes a new Medicare Advantage program to replace the current Medicare + Choice program. Participation in the new program (MA-PD) is necessary to ensure PacifiCare preserves the $5.5 billion in annual revenue received from CMS for the Secure Horizons product.

**Responsibilities:**

* Responsible for decomposition of the requirements based on the functional specifications, design, development, coding, testing, debugging and documentation of applications to satisfy requirements.
* Involved in Development Test cases and Test plan.
* Wrote detailed test plans based on Business Requirement Document (BRD); System Requirement Specification (SRS)
* Involved in testing **HIPAA Database**, which incorporates all the **HIPAA** (Health Insurance Portability and Accountability Act) transaction sets
* Maintaining knowledge of Medicare and Medicaid rules and regulations pertaining to the **Facets** configuration and evaluating the impact of proposed changes in rules and regulations.
* Involved in HealthEDGE Implementation, involved end-to-end testing of HealthEdge Billing, Enrollment Claim Processing and Subscriber/Member module.
* Wrote complex SQL queries to perform the Back End Testing of the SQL Server e database using **PL/SQL** and UNIX shell commands.
* Validated ETL Informatica test data for all transformation rules and covered all the scenarios required for implementing business logic.
* Validate **EDI** Claim Process according to **HIPAA** compliance.
* Written maximum number of test cases in a very detailed for All the modules of **Facets** Application
* Involved in testing HIPAA Transactions & Code Sets Standards like (820- Premium Payment for enrolled health plan members, 834- Enrollment /Dis-enrollment to a health plan, **835, 837** ...etc.)
* Executed Test Cases, Test Scenarios and followed-up by logging defects in HP Quality Center.
* Extensively used ETL Informatica methodology for testing and supporting data extraction, transformations and loading processing in a corporate-wide-ETL Solution using Informatica.
* Run the scripts on multiple environments (QA, UAT and Production) to ensure that requirements were still met.
* Wrote test cases using HP Quality Center based upon **HIPPA** standard **IC9-ICD 10** and **EDI** transactions.
* Performed Functional and Regression Testing of **Facets**.
* Coordinated User Acceptance Testing with the **UAT** group to ensure the correct business logic.
* Assisted the business partner in preparing UAT plan/scripts and assured project manager has taken steps for alignment of Operational Quality Checklist.
* Enhanced QTP scripts by inserting Standard Checkpoints, XML Checkpoints, Database Checkpoints, Table Checkpoints and Page Checkpoints.
* Extensively involved in Back-End Testing, database table manipulations of relational database systems by writing complex SQL queries manually.
* Created XML Schemas for different **EDI** transaction sets as well as **ICD 9** to **ICD 10** diagnosis codes
* Identified, analyzed, and documented defects, errors, and inconsistencies in the application using Quality Center.
* Extensive experience working with Dentacom, Webster, Proclaim, **Facets** and Q-Care claim engines.
* Reported defects according to Defect Life Cycle using MTM and TFS
* Created and Maintained Test Matrix and Traceability Matrix.
* Participate in various meeting and discussed Enhancement and Modification request.
* Involved in testing and reporting of errors of subsequent builds during the process of development and production.

**Environment:** Facets, MS SQL Server 2008, DB2, MTM(Microsoft Test Manager), QTP, Windows 2000, IIS, Pervasive, Quick Test Pro, ASP.Net, C#, TFS(Team Foundation Server),Agile Methodology

**Sandata Technologies, Port Washington, NY May 09-Dec 10**

**QA Analyst**

Sandata provides home healthcare to its customers nationwide. The health system was designed for small and large clinics, to keep track of all management matters, patients' account information, and doctors' information and billing records, patients' treatment and test done in the laboratory, patients' current insurance information. It was designed to provide access to information on all activities. Tested benefit programs across multiple companies and lines of business for the claims, Pricing, memberships, providers database, billing, account payables and account receivables and reconciliation modules. It also stores all relevant documentation offsite like policies, training manuals, provider’s contracts and enables fast processing of claims when needed most.

**Responsibilities:**

* Executing System Test scripts developed in Test Director manually.
* Developed Test scenarios, Test Scripts and Test cases based on Requirements, and performed GAP Analysis.
* Prepared Test Cases based on business requirements and business rules for **HIPAA EDI** Transaction.
* Used SQL queries to validate the data between the backend and the front end
* Extensively worked in preparing the **EDI** transmission files, dropping them in Inbound, Outbound Interfaces and validate the data according to our test scenarios.
* Performed Database testing using SQL queries
* Testing of the functional and navigational aspects in various modules using WinRunner
* Identifying Test Cases to be run for Regression Testing and conducting Regression Testing as and when new builds were made.
* Involved in reviewing complex SQL queries, views, functions and stored procedures and spotting issues before/during code migration.
* Worked with the QA Lead in QA Audits, planning, reporting, and corrective actions
* Tested Complex ETL Mappings and Sessions based on business user requirements and business rules to load data from source flat files and RDBMS tables to target tables.
* Managed Project description and defining the design steps in Test Director.
* Performed functionality testing on Membership Module.
* Validated the load process of ETL to make sure the target tables are populated according to the data mapping provided that satisfies the transformation rules.
* Performed Regression testing on Provider contract maintenance, reports and renewal screens.
* Comparison of the reports on membership listing, provider listing and transaction reports after the batch cycle of the submitted jobs.
* Performed GUI regression testing using Win Runner.
* Assisted in setting up **UAT** (User Acceptance Testing) environment.
* Created meaningful reports for analysis and integrated the Performance Testing in the SDLC.
* Investigated and reported bugs using Defect Module in Test Director.
* Generated reports and statistics, correct human errors, and explain changes and adjustments within the production system
* Participated in Walkthroughs and Inspection meetings to review.
* Authored test case scenarios in Excel spread sheet and export them into Test Director.

**Environment**: Windows, Test Director, PL/SQL, QNXT, Oracle, MS SQL Server, EDI, Java, HTML, Windows

**Amazon, Seattle, WA Mar 08 – Apr 09**

**QA Analyst**

Web-based e-commerce application accessed by potential customers to buy books, toys, gifts, electronic goods and games online. The selections made by a customer are stored in a Shopping Cart and a Profile of the customer is created (or verified for an existing customer using Login ID and Password). Subsequently, the customer enters the Credit Card information, which is then processed. I was involved in the functionality, security, and configuration testing of the application on different browsers.

**Responsibilities:**

* Developed Manual test scenarios and test cases from Business Requirements and Design Documents
* Prepared Manual Test Scenarios and Test Cases for the Application under test.
* Was responsible for tracking and writing the Traceability Matrix.
* Participated in co-ordination and implementation of QA methodology.
* Executed test cases manually and verified actual results against expected results.
* Drafted test strategies, test cases and test plan based on functional specification.
* Performed manual testing at initial stages followed by majority of automated testing
* Performed negative and positive testing manually, along with functionality testing
* Interacted with developers and the Business on a regular basis for enhancing the requirements.
* Instrumental in leading the team for Test Run Iterations/Data driving test for better implementation.
* Was involved in User Acceptance Testing and interfaced with automation team to ensure the automated scripts comply with system test requirements.
* Wrote test cases based on decomposition document to execute testing.
* Performed data integration testing on the application
* Debugged the Database for accuracy of data
* Reviewed Business Requirement Documents and the Technical Specification.

**Environment:** Windows, Win Runner, Test Director, DOORS, DB2, Java, UNIX, IIS, SQL, HTML, ASP.NET