Sant Sah

Career Objective

I have 7 years of diverse experience in Information Technology with an emphasis on Software Quality Assurance in industries like Health and Insurance. My ambition is to take up a challenging position in the area of Software Quality Assurance and Testing in a progressive, fast-paced dynamic environment that will allow me to align my skills in the organization in the most efficient manner.

Career Summary

* 7 Years of extensive experience in Information Technology with the emphasis on software Quality Assurance/Testing.
* Proficient in testing Client/Server and Web Based Applications.
* Extensive experience in Software Testing Manually as well as using Automated Tools such as: Quick Test Pro.
* Excellent understanding of insurance policies like HMO and PPO and proven experience with HIPPA 4010 -5010 EDI transaction codes such as **837 claims (Institutional, Professional, Dental), 270/271(inquire/response health care benefits), 276/277(Claim status), 834(Benefits enrollment), 835(Payment/remittance advice),**
* Strong knowledge of Medicare and Medicaid state **benefits** plans.
* Experience in health Care Industry with vast knowledge on **Medicare and Medicaid.**
* Excellent understanding of HIPAA 5010 rules as well as **ICD 9 and ICD 10.**
* Expertise on various Electronic Data Interchange (EDI) transactions.
* Hands-on experience with testing of OPL, COB, Healthcare Claim Pricing, Healthcare Claim **Benefits**, End to End Claims Processing
* Well versed with ANSI X12 standard and format.
* Experience in all stages of testing namely **GUI** testing, Functional testing, Performance testing, Integration testing, and User Acceptance testing, Compatibility testing manually as well as using automated test tools.
* **Health Insurance Exchange (Web Portal)** – Patient Protection/ Affordable Care Act (ACA)
* The project was to work on the policies, rules and regulations specific to the state and implement those features from IT perspective where the individuals will be able to purchase health insurances eligible for federal subsidies through a web portal.
* Experienced in testing web services using SOAPUI.
* Used **HP Quality Center** and **HP ALM** for maintaining the Test Plans, Test Cases, Test Execution, Defect Management and Bug Reporting.
* Experience working in a FACET environment and I have gained extensive knowledge about various modules of a FACET system such as claims, membership and pre-pricing etc.
* Experience on Web services to combine component based development and Internet standards and protocols that include HTTP, XML, SOAP and Web services Description language
* Wrote Test Scripts and executed in **QTP** to perform periodic Functional, and Regression Testing.
* Comprehensive knowledge of **Web Portal Systems** and hands-on experience in portlet design and layout.
* Expertise in analyzing system and functional specifications used cases, Business Requirements and business rules to prepare Test Plans and design Test Cases.
* Substantial experience in Sanity and Smoke Testing of applications before testing effort of UAT and Regression Testing of applications.
* Experience in testing database applications of RDBMS in DB2, Oracle, and SQL Server.
* Skillful in Enhancing and Editing Test Scripts.
* Expert in retrieving database information writing SQL Queries and transforming data to information as needed.
* Performed extensive Backend Testing of the applications using SQL Queries.
* Hands on experience with Sybase database with platform of Interactive SQL.
* Well known with flow of EDI transaction processing through trading partner to the core database and also known the process for External database for the facets system.
* Experienced with batch processing system for claims electronic transaction.
* Experience in performing **back-end testing** using **SQL** queries and **UNIX** Commands.
* Well known with frontend processing for the Claims, Subscriber/Family and with Providers.
* Excellent Communication, presentation and interpersonal skills.
* Exceptional inquisitiveness and ability to learn new concepts.
* Able to work independently as well as in a Team Environment.
* Effective Time Management skills and the consistent ability to meet client deadline.

Technical Skills

**Testing Tools Interactive SQL, SoapUI, Edifecs, Quick Test Pro**

**Test Reporting Tools Quality Center 9.0/ALM, Rational Clear Quest, MTM,TFS**

**Operating Systems Windows, UNIX, LINUX**

**Databases Oracle, SQL Server, MS Access and DB2**

**Testing Languages SQL, Interactive SQL, VB Scripts in QTP9.5.**

**Web Technologies HTTP/HTML, MS FrontPage and XML**

**Others MS Office, Trizetto Facets, HIPAA standards, Medicaid Program, Ultra Edit, Citrix**

**Professional Work Experience**

**Wellcare Health plans, Inc., Tampa, Florida Aug2013-Nov 2014**

**QA Analyst**

Wellcare Health Plans, Inc. is one of the well-known health insurance companies. They provide managed care services targeted to government-sponsored healthcare programs. **Focusing on Medicaid and Medicare. I** was working as Quality Assurance Analyst in the Project "Encounter End to End".Worked in Combined Effort of ICD-10 Remediation and Xcelys upgrade Project, which included EDI Phase for HIPAA Database upgrade and SNIP Validations, Surrounding Apps Phase for Xcelys upgrade and its surrounding EDI apps. EDW Phase for ETL validation of Vendor Extracts.

**Responsibilities:**

* Perform functional system/integrated testing of software delivered from Applications Development and/or external vendors.
* Reviewed and Analyzed the Use Case Documents and prepared test plan and test cased based on those.
* Used HP Quality Center9.0 for defect management- adding defect, tracing changes and sending defect e-mail messages
* Contribute and adhere to Requirements Tractability Matrix ensuring quality delivery
* Work with application programmers to resolve defects identified during the system test
* Execute each script to identify defects prior to delivery of software in a production environment
* Performing Functional Testing and GUI testing manually and using Win Runner.
* Facilitated/Tested review of Enrollment, Claims, Commissions, and membership portlets’ designs with architects and developers to ensure that the goals of the Web portal requirements were satisfied.
* Assist in capturing and documentation of metrics in support of software testing
* Assign severity levels to each test issue discovered during the test cycle
* Provide support for User Acceptance Testing
* Created Test data, Input files to ensure it complies with specifications and presents sound recommendations through thorough analysis
* Performed Integration testing, system testing, Regression testing using QTP 9.5.
* Analyzed business requirements, system requirement specifications and responsible for documenting functional requirements in ALM
* Perform System Integration, Regression, Parallel and Security Testing
* Develop Test Strategy, Test Plan, Test Cases (Functional and Non-Functional) and Test Scenarios from Functional Specifications Document (FSD) and Business Requirement Document (BRD) in a reusable state.
* Inspected and worked on HTTP web services application on SOAP APIs.
* Used SOAP UI for web service testing like validating the response of claim processing.
* Perform header and body testing as a part of regression test using SOAP UI
* Perform extensive 5010 837 (Institutional, Professional, Dental, Professional 2 Institutional) End-to-End testing, ACK 999 and 277U Reconciliation process, Trigger, Audit Update and Generic Update Processes.
* Performed legacy DB2 Testing to cross check new database entity relations.
* Perform End-to-End Testing of Pharmacy (Rx) claims.
* Tested the HIPAA EDI transactions 834, 837/835, 276/277, 270/271 according to the requirement test scenarios.
* Created automation code using both VB scripting and Descriptive Programming in **QTP** for Data Driven and functionality testing, imported them in Database using Perl and executed them on client server application.
* Validated the process with the business requirements logic by writing and executing automated SQL and Unix Shell Scripts.
* Conversion and validation of 837 claims from ICD-9 to ICD-10 codes and qualifiers including Integrity Testing, Requirement Testing, Balancing, Situational Testing, Specialty or Line of Business Testing and Trading Partner Testing.
* XML validations of ICD-9 and ICD-10 codes and qualifiers created by Xengine.
* Generate X-12, NCPDP 2.0 and flat flies for different states and Validation of X-12, NCPDP 2.0 and flat files with HIPPA Compliance and companion guides.
* Work in Various projects including 5010 Encounters Continuation, RTB-Encounters, TN-MIPPA, Kentucky (I, P&D), Phase 3A and Phase 4.
* Performed manual testing to conduct backend testing using UNIX shell scripts and SQL Queries.
* Worked closely with offshore and onshore development teams, Business Analysts on attaining testing goals, defect logging process and UAT support.
* Wrote extensive SQL queries for Back End testing
* Performed extensive back end testing on ORACLE and MS-SQL Server Databases using PL/SQL and MS-SQL SERVER queries.
* Use of tools including Autosys Scheduler and Work Load control center to perform job execution, ALM and Quality center for development and execution of test cases.
* Using Informatica 9.1.0 and Informatica 8.6.1 to monitor, track and report various states of the code including success rate, failure reports and performance issues.

**CareSource, Dayton, OH, Jan 11 – Feb 12**

**Sr. QA Tester**  
CareSource is a public-sector health care management Service Company based in Dayton, Ohio which provides healthcare benefits to the Medicaid and Medicare populations. CareSource works to achieve a shared vision and mission, which we call our heartbeat.

**Responsibilities:**

* Involved in coordinating with developers, offshore and SME. Participated in Test planning, work review and analysis.
* Extensively worked on writing test cases for Xcelys applications like Enrollment, Claims and Provider
* implementation experience with Xcelys
* Prepared Test Cases based on business requirements and business rules for HIPPA EDI Transactions834 and 837
* Run the Job using AUTOSysdev1 and SAS to validate the Job
* Worked Extensively with Inbound transactions like837 I and 837 P , 835s(Out bounds) claims processing systems
* Prepared and Created Test Cases /Test Data according to 5010 Business requirements.
* Responsible for performing various types of process evaluations during each phase of the software development life cycle, including audit, review, walk through and hands on system testing
* Conducted data driven testing using QTP to conduct backend testing.
* Used SharePoint to store document and version control.
* Traced Requirements using Requirement Traceability Matrix.
* Tested the scripts by using Hp Quality Center /ALM.
* Used Quality Center as Test Case and Defect Management tool
* Identify Automation Test Cases and Prepare Test Scripts using QTP.
* Attended Touch up meeting every week for the work update and fix the issues.
* Extensively used SQL to query the Oracle Database for Data Validation and Data Integrity at the back end.
* Logged the errors, reported defects, determined repair priorities and tracked the defects until resolution using Mercury Quality Center
* Arranged a Frequent communication with developers and senior QA team members to assist in the clarification of technical and functional issues.

**Environment**: Windows, Xcelys, Oracle, PL/SQL, HP Quality Center, MS Office Suites, DB2, MS SharePoint, Citrix.

**Cigna Healthcare, Raleigh, NC May 2010- Nov 2011**

**Quality Assurance Analyst**

CIGNA Healthcare provides quality health insurance at affordable prices. The project at Cigna was a data ware housing project, which included the warehousing of data from ACES, FACETS and NASCO source systems into the target data warehouse. I worked as Quality analyst for the warehousing of ACES and Facets source system data. As **Quality Analyst involved in testing 4010 to 5010 changes as a result of the HIPAA 5010 requirements for EDI Transactions**.

**Responsibilities:**

* Worked on Agile SDLC approach implementation for the whole testing life cycle.
* Reviewed Functional requirements documents, High level design requirement documents and finalize the testing in scoops and scenarios for Integration testing for each project.
* Heavily involved into Web Portal Testing process.
* Gathered requirements and created, executed and documented Test Cases as per requirements in Quality Center.
* Interacted with the team member to ensure meaningful development of the scripts and simulated real time business scenarios.
* Maintained QA lab standards, documentation review assisted in establishing and maintaining best practices for QA.
* Acting as liaison between end user and Facets for user problems, outstanding issues, training needs and new software releases.
* 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.
* Verified whether the environment is up or not by checking web services using **SoapUI and WSDL.**
* Performed **Web Services** testing and Validated XML request/response data using **SOAP UI.**
* Created test scripts for Security, Positive, Negative and System Integration Testing (SIT).
* Worked with team manager in supervising, guiding, and supporting their testing efforts for Integration.
* Helped Automation team developing automation test scripts for both the system's core functionality and GUI's of the application, using **Quick Test Professional (QTP).**
* Verified the test cases and test scripts written by Jr. Testers in Quality Center.
* Worked with Claims, enrollment, eligibility verification for members and providers, benefits setup, and backend payment cycle in facets.
* Tested HIPAA EDI Transactions and **Code Sets Standards such as 837/835 and 834** transactions.
* Authored and executed Test cases for Claims and Customer Service Workflow by manually.
* Experienced with batch processing system for claims electronic and manual transaction.
* Well known with frontend processing for the **Claims, Subscriber/Family and with Providers.**
* Responsible for **developing QTP scripts** based on manual test cases and interacted with developers for status of bugs and **re-tested fixed Bugs.**
* Responsible for writing the Test Cases and Test Scenarios based on the Functional Specification and technical Specification and documented in Mercury Quality Center.
* Executed test cases for the existing market’s various lines of business. (The test cases covered: Authorization of claims, Accumulator, **Benefits**, Claim Payment and Pricing, as well as member and provider data updates)
* Created Automated Test Script using HP Quick Test Professional (QTP) & VB Script functions.
* Worked on Quality Center for bug status tracking and maintained and created status reports for the application.
* Data was retrieved from SAS data warehouse and processed using SAS
* Maintained tables (SAS formats) used by production jobs; validated accuracy of data
* Involved in weekly defect review meetings to review the status of defect fixes and upcoming build releases.
* Created and converted Manual Test Cases to Automated Test Scripts using and connecting HP Quality Center (QC) and HP Quick Test Professional (QTP) for Providers, Memberships & Brokers Web Portals.
* Reviewed test assignments, wrote SQL queries, and conducted tests as assigned
* Extensively used SQL statements to query the Oracle Database for Data Validation and Data Integrity.
* Used UNIX commands to extract the log files from the server to identify the root cause of issues.
* Used Quality Center for version control, tracking defects, enhancement requests, assign work activities, and assess the real status of project throughout the life cycle.
* Identifying Test Cases to be run for Regression Testing and conducting Regression testing as and when new builds were made.
* Worked on **Soap UI** to execute and test Real time Transactions
* Documented the test execution summary results and reported the status of assigned test tasks and issues to project manager for approvals.

**Well Care, Tampa, FL Mar 13 - Present**

**Sr. QA Tester**

**Description:**

Well Care Health Plans, Inc. provides managed care services exclusively for government-sponsored healthcare programs, focusing on Medicaid and Medicare,WellCare offers a variety of health plans for families, children, aged, blind and disabled and prescription drug plans. The Company served more than 2.5 million members nationwide.WellCare is committed to sound principles of corporate governance

**Responsibilities:**

* Good understanding on (**4010A and 5010**) **State** **Companion guides**, **4010A** to **5010 Side by Side** changes document ,Business Requirement Document (BRD) ,Functional Requirement Document (FRD) and also good understanding on each transaction **Implementation guides**.
* Gained strong understanding of Eligibility & Enrollment, Consumer driven products (CDP/CCF initiative) such as HSA, HRA, FSA and tradition HMO/PPO products & associated systems
* Prepared **High Level End to End Use Cases** and **Individual Use Cases** for each **5010 transaction.**
* Created the Use cases for **ERP implementation** business and functional requiremnts.
* Prepared **Master Test Plan** for both the **Hipaa 5010 Compliance** and **Xcelys 6.0**(Like Diamond and Facets).
* Prepared High Level Test Strategies for the both the **5010 Compliance** and Xcelys 6.0.
* Conduct employee HRAs/needs assessment/employee surveys: review medical/script/disability claims x 3 years, employee absences, EAP use; incorporate employee demographics/interests
* Good understanding on existing **4010A Transactions** on **837** Claims (Instructional, professional and dental), (**inbound and out bound**), **834** Enrollment, **270/271** Eligibility inquiry and Response, **835** Remittances, **276/277** Claims Status Inquiry, **278** Referrals Pre-Cart, **820** Premium Payments, **997**acknowledgements and **NCPDP.D.5.** Applied **regression testing.**
* Approve and deny FSA and HRA claims for participants by reviewing documentation submitted for reimbursement
* Involved in adjudicating the claims for testing purposes using Facets
* Identified new changes in each **5010 Transaction** and prepared the Severity levels like, High level, Medium level and low level and prepared the line of estimation by using the **Estimate tool**.
* Identified effect of new changes on existing applications like **Edifecs** (**X-engine, SpacBuilder**).
* Identified New (**HTR**) **Healthcare Transaction Repository** futures and understood the effects on existing surrounding application.
* Performed regression testing after replacing the (Microsoft) **Biz-Talk** (converting X12 file to XML file or XML file to X12 file) to new **IBM Web Sphere Transformation Extender.**
* Analyzed the existing work flow and functional accepts for preparing the **Automation frame work.**
* Involved in **migration testing** from **Xcelys** **3.0** (Like Facets) to **Xcelys 6.0** and Creating **High Level End to End Use Cases** foreach (**Enrollment, Provider, Claims, Pricing and Customer management**) module**.**
* Validated the **ERP applications** to make sure data flows from variose sours to centralized data base.
* Involved in database testing by writing and executing **SQL queries** to validate that **X12 files** againstData Base (oracle 9g) in appropriate tables in Different **Testing Environments** like SAQA0, SAUAT and SAPRD.
* Involved in **System & Integration User Acceptance Testing (UAT) and Production testing on** existing **4010A** and **Xcelys 3.0.**
* Membership/enrollment and billing-entered information on facets to ensure correct eligibility
* Used **Mercury Quality Center** **10** to store all testing results, metrics, implemented Test plan, created Test Cases, Defect Tracking & Reporting.
* Assigned bugs to Programmer by using "**Quality Center**" bug (Defect) tracking tool (Verifying that all the reported bugs fix thru software developers)
* Performed **Test Data** set up a pre-requisite to executing use cases during system testing.
* Followed the testing progress during **status meetings** and prepared contingency plans when required.
* Acted as a point of contact regarding **defect status** / resolution for the Development team, QA team.
* Conducted **weekly status meetings** to discuss the testing progress and weekly activities.
* Interacted with the developers in fixing all the problems.

**Environment:** Windows NT4.0, Quality Center 10, CICS, COBOL, Facets, DB2, UNIX, XML, Java Framework, ASP Net, C#, ADO.NET, SQL Server 2005, oracle 10g. HTML, MS SQL Server, Microsoft Excel, MS Word, Internet Explorer 6.0.