**Career Goal**

To take a challenging role on both technical and innovative levels providing an efficient and effective solution that would help the organization to achieve the best solution in business.

**PROFESSIONAL SUMMARY**

Results-driven, versatile with over 5 years’ experience as a Quality /System Analyst. Extensive experience includes **BA/QA** Change/Incident Management and CloudManagement.

* Strong understanding of requirements for the project and **UI testing** related to the creation of software supporting **handheld mobile devices**.
* Expertise in **RTM** (Requirement Traceability Matrix) and **Gap Analysis**.
* Extensive experience in **Manual** testing using **QC** and **ALM** and create a repots (**standard, tabular and test summary**).
* Expertise in **Bug tracking** and reporting using **Quality Center**, **Test Director** and experience **of Bug life cycle system**.
* Expertise in different types of testing such as **black box, smoke, details, positive, negative, integration, configuration, and regression testing** as well as involved in **UAT(**User Acceptance Testing).
* Experience in testing **Client-Server and Web-Based Application**. **Front end and backend tests.**
* Experience in using TIBCO Tools such as **Graphical EMS (GEMS) Spotfire TLM Dashboard**.
* Worked on back end testing using **SQL**, **MS SQL** server environments running on **UNIX**/ Window platform to verify data integrity and knowledge of **ETL** testing.
* Strong understanding on identifying what is in-scope and out of scope for the project.
* Strong ability to troubleshoot any issues generated while maintaining and deploying in production support.
* Extracting data from multiple data sources and conducting data analysis using SQL queries.
* Good understanding of Health Insurance portability and accountability act (HIPAA).
* Strong experience and understanding of health care industry, claims management process, knowledge of Medicaid and Medicare Services.
* Experience in participating in **Joint Application Development** (JAD) sessions.
* Strong experience in creating/maintaining **Test Plans, Test case, Test Scenarios**
* Thorough hands on experience with designing test cases covering all test conditions and eliminating redundancy and duplications.
* Strong work ethics, able to take ownership of all duties and responsibilities and efficient time management skills.
* Group and individual based problem solving and decision making skills.
* Excellent knowledge of MS Office especially **MS Excel, Power Point, Word, and Project** etc.
* Strong understanding of **SDLC methodologies** like **Agile, Scrum**.

**WORK EXPERIENCE**

**MSA, Pittsburgh, PA** Jan 2017 – Present

**QA/System Analyst**

Management Science Associates have an application built in Life Science Division. EDITLife is the application which has been implemented in MAYO Clinic. The Role entails providing assistance to the application, working with several teams.

**Responsibilities:**

* Involved in Integration testing and Certification testing of the Application.
* To implement these enhancements and bug fixes without negatively affecting system performance or the accuracy of the data contained within the system.
* Manage Relationship with the technical staff in different areas.
* Knowledge in working on shared instances of application that provide source code control, continuous integration, code promotion and release automation
* Providing direct support, upon client request, to assist and guide through all of the testing efforts.
* Manage, creation, documentation and enforcement of standardized.
* Extensive use of TFS (Team Foundation Server) to keep track of all the stories.
* Participating in releases, deployments and installation of various products.
* Co-ordinate with other cross teams and helped in problem solving.
* Knowledge in all the releases including DEV, TRN, INT, SAT, LOAD, TFP and PRD.
* Keep up with the changing policies and management directives.
* Knowledge on Software Configuration Management, setting up company Version policies utilizing Team Foundation Server (TFS)
* Assist other QA’s in creating and maintain test cases, test plans and test scenarios.
* Conducted database testing for the application by writing and executing SQL queries
* Extensive use of Microsoft Test manager in running test cases and creating test cases.
* Performed TLM testing using SQL queries to verify that data is written into database.
* Participating in releases, deployments, patches, fixes, and installations of various products.
* Requirements gathering with business and explained to developer as per business needs.
* Use of Change gear in creating and maintaining tickets.
* Perform other responsibilities and duties as assigned.
* Keep track record of the reported issues and assist accordingly to solve in timely manner.
* Create Test case, Test plans and Test Scenarios based on projects.
* Participated in the daily standup meeting.

**Environment:** **Cisco Jabber, IFS, TEST Manager, MS Excel, MS Word, Team Foundation Server, Change Gear, Quality Center.**

**CareSource, Dayton, OH** Feb 2015 – Jan 2017

**Software Quality Analyst/BA**

HIE is the exchange of information which allows doctors, nurses, pharmacists and other health care providers and patients to access and securely share patients vital medical information electronically. As a Quality analyst I was responsible for gathering requirements with business, validating the HL7 messages which are sent by different providers and vendors.

**Responsibilities:**

* Review and analyze HL7 Messages.
* Being a part of ESB (Enterprise Service Bus) team, I was working on multiple projects, checking whether everything has processed through downstream.
* I had to check that the HL7 messages which comes from different vendors are valid and successfully translated into canonical XML without missing any required values.
* Co-ordinate with other teams whether the messages sent were successfully consumed.
* Extensive use of SOAP UI for testing purposes.
* Keep up with the changing policies and management directives.
* Extensive use of Trello and TFS (Team Foundation Server) to keep track of all the stories.
* Create meetings and attend the meeting actively with full participation.
* Worked on Facets in Enrollment and claim process.
* Keep knowledge of BW5 and BW6 TIBCO process.
* Extensive use of Quality center in running test cases and creating execution report.
* Extensive use of Graphical EMS (GEMS) tool in verification and monitoring of the HL7 messages.
* Performed TLM testing using SQL queries checking the events and activities.
* Administer all system performance and analyze the routine processes of HL7 Messages.
* Keep knowledge on working of all different ADT and LAB messages.
* Involved in various kinds of testing of the FACETS application modules like Enrollment, Membership and Claims.
* Requirements gathering with business and explained to developer as per business needs.
* Use of SDE (Service Desk Express) to create RFC (Request For Change) for the change management.
* Worked on providing/testing different pass through service as per business needs.
* Creation of RFC for new services/enhancements.
* Create Test case, Test plans and Test Scenarios based on projects.
* Worked on the Indiana/Ohio ADT and Lab HL7messages.
* Keep track record for incoming messages and performed daily report.
* Writing user stories breaking down as per business/technical needs.
* Worked with the Streamline/CTS/SIS team to help them solve the issues.
* Work with the technical and development team to resolve identified issues in a timely manner.
* Use of Spotfire for data visualization and presenting it to the business.
* Perform other responsibilities and duties as assigned.

**Environment:** **Microsoft Lync, Daptiv, SOAPUI, GEMS, TIBCO, MS Excel, MS Word, Team Foundation Server, Trello, Service Now, Service Desk Express, Spotfire, Quality Center.**

**Cognosante/CMS**  Feb 2012 – Jan 2015

**QA Tester**

The Centers for Medicare & Medicaid Services, CMS is the Department of Health and Human Services (HHS). The project is also known as 1095A corrections project (Federal Project). As 1095A health insurance marketplace statement is used to obtain information needed to complete form 8962(Premium tax credit) and file it to claim the premium tax credit premium assistance through advance credit payments. As an EDI Analyst, I was responsible for performing root cause analysis along with case analysis related with 1095-A operations.

1095-A Interim process

* Process involve any discrepancies on their form with the actual what they claim and any error is reported to reconcile.
* Marketplace must give consumers information about their health coverage so they can file their taxes.
* Reconcile advance payment of the premium tax credit (APTC).
* Claim the premium tax credit. (PTC).
* The federally- facilitated Marketplace will send a health insurance marketplace statement. Form 1095-A for tax year 2014 on before February 2 2015.
* Consumers will complete form 8962; and will submit only from 8962 to IRS as part of their tax returns.

**Responsibilities:**

* Review and analyze 1095-A cases.
* Being a part of data integrity team work on the anomalies or road blockers those are affecting to resolve the case.
* Keep up with the changing policies and management directives.
* Extensive use of HICCS website regarding complains lodge on the website and solve the cases accordingly.
* Create meetings and attend the meeting actively with full participation.
* Helping the outreach agents on their problems about the consumer cases.
* Checking on the outreach agents to assign proper disposition for the cases on a daily basis.
* Performed research on the assigned cases and solved them in timely manner.
* Administer all system performance and analyze the routine processes of EDI.
* Keep knowledge on working of all HIPPA EDI protocols.
* Performed manual back-end testing working closely with seniors.
* Worked on different disputes related to policy/start end date, APTC amount and other correlated cases.
* Created test cases and test plans working with senior QA.
* Create and maintain Gap analysis.
* Protect PHI and PII information about consumers by encrypting the files with Winzip.
* Solved at least 15 cases everyday with different disputes of the consumer.
* Keep track record for incoming cases and performed daily report.
* Worked closely with senior designers in establishing project requirements and deliverables.
* Mentoring new people and helping them to achieve company goals.
* Develop, document, and keep up with the processes for transmitting electronic files.
* Worked with the outreach team to help them solve the issues.
* Work with the technical and development team to resolve identified issues in a timely manner
* Keep track of other EDI about their performance on the daily work basis.

**Environment:** **Microsoft Lync 2013, Deltek, FileZilla, SharePoint (ER&R portal), ERR Shared drive, HICS system, MS Excel, MS Word, WinZip.**

**EDUCATION**

Bachelor’s in Business Administration

**Morgan State University, Baltimore, MD**