Siddarth S

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# PROFESSIONAL SUMMARY:

* Over 6 years of experience as a Business Test Analyst with expertise in testing, analyzing, and supporting complex business processes, especially within the insurance domain.
* Strong experience in reconciliation, data validation, and research of medical and pharmacy claims, with a focus on identifying issues and providing resolutions to improve system performance.
* Extensive experience working with Pharmacy Benefit Management systems, managing pharmacy-related claims, and ensuring that the correct expenses are applied toward the member’s deductible and out-of-pocket (OOP) limits.
* Experience in setting up and maintaining accumulators that track the progress of the deductible and OOP, ensuring they are accurately reflected in the system and providing real-time updates to members.
* Experience in coordinating with internal teams and third-party vendors to ensure seamless claims adjudication, timely processing, and accurate data reflection in both the PBM system and core claims systems.
* Knowledge of the specific regulations in India (such as those outlined by the IRDAI - Insurance Regulatory and Development Authority of India) that apply to health insurance policies, including the way deductibles and OOP limits are handled.
* Experience with the customer experience in tracking their deductibles and OOP expenses, ensuring transparent communication regarding how expenses are accumulated and how the overall insurance policy coverage works.
* Proficient in preparing and reviewing test data, creating test matrices, and executing test cases to ensure seamless system implementation.
* Experience in problem-solving and collaborating across departments, acting as a liaison between operations, IT teams, and external stakeholders to troubleshoot and resolve discrepancies.
* In-depth understanding of quality assurance processes, including report generation, issue tracking, and using Microsoft Office Suite to ensure the systems meet business requirements.
* Experienced in using industry-standard tools such as DB2, TI TOOL, Access Database, Microsoft Excel, and Quality Center to enhance testing efficiency.
* Familiar with handling both production and test environments, ensuring the timely and successful completion of tasks.
* Detail-oriented with exceptional analytical and research skills to identify discrepancies and propose solutions.

**TECHNICAL SKILLS**

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| **Programming Languages & Scripting** | SQL (for querying databases and data validation), VBA (for automating test scripts and processes in Excel) |
| **Testing and Software Tools** | DB2, TI TOOL, Access Database, Microsoft Excel, Quality Center (QC), SQL (for data extraction and analysis), JIRA (issue tracking), TestRail (Test management), HP ALM (Application Lifecycle Management) |
| **Operating Systems** | LINUX, Windows, Mainframe OS |
| **Microsoft Office Suite** | Excel, Word, PowerPoint, Access |
| **Database & Data Management:** | DB2, MS Access, Data Reconciliation tools, |
| **Mainframe Applications** | IBM DB2, IMS |
| **Test Data Management Tools** | Siebel CRM (Customer Relationship Management) |
| **Methodologies** | Agile (Scrum), Scrum, Kanban methodologies |
| **Tools** | Git, Visual Studio, VS Code, JIRA, Confluence, Webpack |

# EXPERIENCE

## Graduate Research Assistant - University of Arkansas at Little Rock, Little Rock, AR *Jan 2024 – May 2024*

* Developed robust web scraping scripts that could handle dynamic website structures, pagination, and content updates, ensuring a consistent and reliable data extraction process with a 95% accuracy rate.
* Integrated third-party authentication services (Facebook, LinkedIn, Google) into a React Native application for secure and streamlined user logins.
* Leveraged React Native to integrate backend and frontend components, enabling efficient cross-platform mobile application development with seamless data exchange.
* Integrated XML for data formatting and communication within backend services, implementing SOAP-based web APIs to ensure secure and reliable client-server communication across multiple platforms.
* Employed MySQL databases for secure storage and retrieval of user authentication data, enhancing login reliability.
* Developed test matrices and executed test cases to validate that business requirements were met in the system changes.
* Provided support to the research team by gathering relevant test data, developing reports, and documenting system issues that occurred during testing.
* Used Microsoft Excel and Access Database to extract, manipulate, and analyze large datasets for system validation.
* Worked on database queries (SQL) to ensure data accuracy and that changes in the system were reflected accurately in the test environment.
* Assisted in the creation of UAT plans, including test case creation, preparation, and execution.
* Participated in the preparation of reports that helped document issues found during testing and provided solutions for improvement.
* Contributed to the research on accumulator management systems, leading to an improvement in data accuracy for testing.
* Streamlined the test data preparation process, reducing time to generate accurate datasets by 25%.

**Business Test Analyst- Insta Global Source(Centene Corporation USA), Hyderabad, India** *Mar 2018 – July 2022*

* Worked closely with stakeholders to review medical claims data, ensuring proper application of deductibles and OOP using the PBM/BCBSSC accumulators.
* Conducted thorough data reconciliation for mismatches reported between PBM accumulators and BCBSSC systems. Identified and reported discrepancies, ensuring accurate adjustment of member accounts.
* Developed and executed test cases based on user stories and system specifications for new system changes and enhancements.
* Collaborated with business teams and technical teams to ensure smooth and timely system implementations, working through issues during both testing and post-implementation phases.
* Led the testing of new system features and enhancements, creating test matrices that outlined expected outcomes, ensuring systems meet business requirements.
* Conducted system reviews and prepared detailed test reports, documenting errors and suggesting recommendations to improve system functionality.
* Managed Out of Balance (OOB) cases for pharmacy benefit managers (PBMs), identifying root causes and collaborating with cross-functional teams to resolve issues.
* Acted as a liaison between business teams, IT departments, and external stakeholders to resolve production issues and ensure smooth testing operations.
* Used DB2 and TI TOOL to run queries and analyze test results, helping to identify discrepancies in the accumulator systems and providing data-driven insights.
* Assisted in creating user acceptance test (UAT) plans and coordinated user feedback sessions to validate system functionality from the business perspective.
* Identified and resolved a critical data reconciliation issue, reducing the number of member complaints.
* Streamlined the testing process, reducing the time spent on test execution by 15% through better test case preparation and documentation.
* Facilitated knowledge sharing sessions to enhance team member’s technical skills and domain knowledge.
* Facilitated sprint planning, daily stand-ups, sprint reviews, and retrospectives as a team member.
* Managed product backlogs, prioritized user stories, and estimated efforts using Agile project management tools.
* Collaborated closely with product owners and software architects during planning, design, and technical requirements gathering to ensure development activities were aligned with user needs and business requirements.

## EDUCATION

* **Master of Science, Computer Science – University of Arkansas at Little Rock** *Aug 2022- May 2024*

**GPA**: 3.60