

# Wallis Williams

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## Summary

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Seasoned QA analyst and software engineering bootcamp graduate with 13 years health insurance industry experience, 8 years Microsoft SQL Server experience, and C#, CSS, HTML, and JavaScript skills.

## Skills and Certifications

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- **Programming Languages and Web Services:** C#, CSS, HTML, JavaScript, REST APIs
- **IDEs:** Microsoft Visual Studio and Visual Studio Code
- **Frameworks:** ASP.NET MVC; .NET Core
- **Version Control:** Git and GitHub
- **SQL:** Microsoft SQL Server, MySQL Workbench
- **Cloud:** AWS Certified Cloud Practitioner
- Software Configuration Quality Assurance; Systems Development Life-Cycle
- TriZetto QNXT Claims Processing web application; Healthcare Claims Testing
- Atlassian Confluence; Hyland OnBase Unity Client; Microsoft Office Suite
- Skyscanner Front-End Software Engineering Job Simulation on Forage - September 2023

## Software Development Projects

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**Portfolio Website** | HTML, CSS, Visual Studio Code

- Built a website to showcase software projects

**Organizing Application** | ASP.NET MVC, C#, Dapper, HTML, CSS, MySQL, Visual Studio

- Created a CRUD app for organization-related tasks and integrated a Bootstrap theme

**CRUD Inventory Website** | ASP.NET MVC, C#, Dapper, HTML, CSS, JSON, SQL, Visual Studio

- Wrote C# code that allows users to perform CRUD functions on items in a MySQL database

**CSV Parsing and Geolocation Console Application** | .NET Core, C#, LINQ, xUnit, Visual Studio

- Parsed data from CSV file containing geolocations to determine which are farthest apart
- Wrote xUnit tests to apply Test-Driven Development

**Weather Application** | .NET Core, C#, API, Visual Studio

- Used C# and Newtonsoft.Json NuGet package to create app which displays weather for requested city by calling [Open Weather Map API](#)

## Experience

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**Cigna Medicare** | Configuration QA and Testing Advisor (Band 4)

1/2019 – Present

- Write SQL queries containing joins, concatenation, unions, temp tables, and subqueries to QA configuration changes made in the QNXT claims processing web application
- Lead QNXT Configuration Cleanup and Configuration Documentation processes - lead meetings with stakeholders and management, coordinate efforts, and prioritize needs, to streamline processes and improve configuration accuracy and compliance; have submitted over 275 cleanup Configuration Change Requests (“CCRs”) to correct common configuration issues in QNXT; send biweekly

documentation emails and weekly cleanup emails to over 75 configuration colleagues to keep everyone informed of new and updated documentation and cleanup CCRs

- Collaborate with development team - who develop my SQL queries into SSIS reports to enhance efficiency of the Configuration Cleanup process
- Create and update QA test case templates in Excel
- Evaluate ticket accuracy as part of Change Control Board – to determine if changes should be approved to Production environment or failed back for corrections to be made
- Identify enhancements that can be made to QA process during Root Cause Analysis meetings
- Conduct training for new employees; coach QA team on process updates, tips, and tricks
- Have completed Pre-QA, Configuration QA, and/or Production QA on over 950 tickets (“Configuration Change Requests”) since joining the department in 2015

**Cigna Medicare** | Configuration QA and Testing Specialist (Band 3)

**5/2016 –12/2018**

- Promoted to Band 3 based on taking on increasingly complex assignments
- Developed QNXT configuration cleanup project, which use SQL queries to detect common configuration issues and improves claims payment accuracy
- Validated systems analysts’ Excel templates (containing data to be loaded by development team to QNXT) to ensure they were correct, complete, and formatted properly

**Cigna Medicare** | Business Analysis Senior Associate (Band 2)

**2/2015 – 4/2016**

- Wrote and executed manual QA test cases for QNXT configuration change tickets (which include building and updating provider contracts, benefit plans, claim rules/edits, and fee schedules), using SQL to retrieve backend data
- Analyzed data to confirm it aligned with documentation, scope of business need, and expected results
- Detected issues with systems analysts’ approach and discrepancies between modeled solution and data
- Gave updates on tasks during daily scrum/stand-up meetings

**Cigna Medicare** | Eligibility Analyst Senior Associate (Band 2)

**10/2013 –2/2015**

- Selected to be part of project teams to: review business requirements documents and process flows, define report specifications, map processes, and update policies and procedures

**HealthSpring** | Eligibility Analyst Entry (Band 1)

**4/2011 – 9/2013**

- Identified, researched, and remediated complex enrollment issues, including those related to conversion from MHK’s MarketProminence to TriZetto’s QNXT web application
- Earned department’s Employee of the Month award – Aug. 2012; Sept. 2013

## **Education**

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**Trinity University** | Bachelor of Arts, English

**8/2004 – 5/2008**

**TrueCoders** | [Full Stack Software Engineering Bootcamp](#) | [View Certificate](#)

**11/2021 – 11/2022**