WALLIS E. WILLIAMS

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Skills

➢ Atlassian Confluence	➢ C#
➢ Git and GitHub	➢ Healthcare Claims Testing
➢ Hyland OnBase Unity Client	➢ Microsoft Office (Excel, OneNote, Outlook, PowerPoint, SharePoint, Spreadsheet Compare, Word)
➢ Microsoft SQL Server and MySQL Workbench	➢ Microsoft Visual Studio and Visual Studio Code
➢ Process Documentation	➢ Quality Assurance
➢ Software Development Life-Cycle; Knowledge of Agile and Scrum methodologies	➢ TriZetto QNXT Health Claims Processing web application

Education

TRUECODERS - Hoover, AL   *Jan. 2022-estimated completion July 2022*
- ➢ **Full Stack Software Engineering Bootcamp -** C#, CSS, Dapper, HTML, JavaScript, JSON, REST APIs, SQL, and ASP.NET Core MVC framework

TRINITY UNIVERSITY - San Antonio, TX
- ➢ **Bachelor of Arts, English**

Experience

CIGNA MEDICARE   Nashville, TN (fully remote)
- ➢ **QA and Testing Advisor (Band 4)**   *Jan.2019-Present*
  - o Manage configuration department's documentation process and QNXT configuration cleanup process - leading meetings with stakeholders and management, coordinating efforts, prioritizing needs, and communicating effectively, in order to streamline processes and improve configuration accuracy and compliance
  - o Create and maintain QA test case templates (test plans/matrices) in Excel and SharePoint, document QNXT SQL table versus user interface information in Atlassian Confluence, and write new SQL queries (using complex joins, concatenation, unions, temp tables, and subqueries) for QA team's use in order to ensure QA process is consistent among QA analysts and that configuration updates are thoroughly tested
  - o Conduct manual QA for systems analysts' modeled solutions for configuration change requests (such as building or updating provider contracts, benefit plans, claims rules/edits, and Medicare fee schedules) by writing test plans that include functional and regression test cases and accompanying SQL queries - to ensure expected results, acceptance criteria, and configuration standards have been met
  - o Provide feedback and remediation suggestions when errors are found, based on deep QNXT knowledge and understanding of QNXT SQL data model
  - o Assist with interviewing and onboarding new contractors

CIGNA MEDICARE   Nashville, TN (fully remote since 2/2017)
- ➢ **QA and Testing Specialist (Band 3)**   *May 2016-Dec. 2018*
  - o Developed QNXT configuration cleanup project, which proactively searches for and corrects common configuration issues and improves claims payment accuracy and configuration consistency
  - o Collaborated with development team to automate configuration cleanup SQL reports in order to improve process efficiency

- o Validated systems analysts' Excel templates (containing data to be loaded by development team to QNXT SQL tables) to ensure they were correct, complete, and formatted properly prior to approving/passing the templates to QNXT development team
- o Trained new QA full-time employees and contractors

CIGNA MEDICARE Nashville, TN
- ➢ **Configuration QA/Business Analysis Senior Associate (Band 2**) *Feb. 2015-Apr. 2016*
    - o Performed quality assurance and claims testing for QNXT Configuration Change Requests ("CCRs")
    - o Wrote and executed QA test cases, using SQL to retrieve backend data
    - o Analyzed SQL data to confirm it aligned with systems analysts' documentation, source documentation, scope of business need, and expected results
    - o Detected issues with systems analyst's approach as well as discrepancies between modeled solution and SQL data

CIGNA MEDICARE Nashville, TN
- ➢ **Eligibility Analyst Senior Associate (Band 2)** *Oct. 2013 – Feb. 2015*
    - o Selected to be part of numerous project teams by: reviewing business requirements documents, defining report specifications, reviewing process flows, mapping processes, and reviewing/updating policies and procedures
    - o Created and edited departmental documentation

CIGNA-HEALTHSPRING, acquired by Cigna 1/31/12 Nashville, TN
- ➢ **Eligibility Analyst Entry (Band 1)** *Apr. 2011 – Sept. 2013*
    - o Identified, researched, and remediated complex enrollment issues, including those that arose during conversion from MHK's MarketProminence software to TriZetto's QNXT web application
    - o Earned department's Employee of the Month award – Aug. 2012; Sept. 2013