**PROFESSIONAL SUMMARY:**

* 8 Years of experience in Quality Assurance and ETL testing within the Healthcare and Retail industry.
* Strong knowledge of all phases of Software Development Life Cycle (SDLC) and Software Testing Life Cycle (STLC) catering to Retail (POS)/e-Commerce sector and Healthcare.
* Emphasis on manual tools, Web based and Client/Server applications.
* Strong Knowledge and experience of Point of Sale Data Management (POSDM).
* Capable of writing complex SQL queries where FACETS support systems were used to enable inbound/outbound HIPAA EDI transactions in support of HIPAA 834, 835, 837 270/271 transactions.
* Hands on experience with Member and Family Accumulators and the process those claims deductibles and coinsurance, as well as benefits will get aggregated to accumulator buckets.
* Expertise in creating prototypes and mock-ups for user interface designs for FACETS accumulators.
* Research behavioral health accumulator errors to ensure member deductibles and out of pocket accumulations are not over plan limits.
* Experience of FACETS in Billing Entity, Premium Rates, Product Billing Component, Billing Group, Fees and Discounts, Adjustments, Claims, Provider, Member.
* Validation of Claims and Claims Payment files.
* Worked on Claim Load Process from the gateway (Biztalk) to core applications for Facets and QNXT.
* Involved in the Claim Adjudication process for FACETS and QNXT sources.
* Worked within different provider modules: Billing, Attending, Referring, Ordering and Prescribing.
* Experience in testing Member and Enrollment life cycle from Contract, Plan Benefit, Segment and Line of Business.
* Worked in testing Claim edits, override of edits, claim memos and attributes.
* Experience in Executing Tests Manually, Defect Logging, Defect Reporting
* Expertise in Test Case Design, Test Tool Usage, Test Execution, and Defect Management
* Experience in all phases of Software Development life cycle such as Agile, Scrum and Waterfall.
* Experience in HealthCare applications for writing SQL statements to validate the database systems and for backend database testing.
* Experience in writing Test Plan and Test Strategies and performing ETL testing for Data Warehousing Applications based on the mapping document.
* Developed expertise in various types of testing including Sanity Testing, Smoke Testing and Functionality Testing.
* Experience in testing SQL stored procedures and Informatica source query in mapping and workflow.
* Research a wide range of moderately complex activities and claims issues in relation to the setup and administration of accumulators in our own system, as well as Facets
* Extensive knowledge of reporting tools such as SQL and ACCESS for underlying database tables and resolving data issues.
* Experience in end-to-end ETL process including Data Extraction or Ingestion, Transformation and Loading from various source systems (Flat File, Database).
* Experience in creating sufficient mock-up data in QA and UAT environments to successfully complete required testing scenarios.
* Experience in validating the ETL process built using Informatica and SSIS.
* Good team player with excellent Communication skills (Verbal and Technical), Presentation and reporting.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Microsoft Technologies:** | MS Project, Excel, Word, Outlook, PowerPoint |
| **Req Management Tools** | Rational Requisite Pro, Rational Rose, MS Visio, Informatica Powercenter |
| **Operating System** | Windows 2000/7/08/10, DOS, Unix, Mac OS |
| **Defect Tracking Tools** | Jira, TFS, Rally |
| **Languages/Standards** | SQL, XML, HTTP |
| **Methodologies** | Agile, Waterfall |

**PROFESSIONAL EXPERIENCE:**

**Dollar General, Goodlettsville TN May 2022 - Present**

**QA Analyst**

Dollar General is a chain of convenience stores providing quality items with low prices. It operates around 22,000 stores in the United States and Mexico. The project I am involved in is the upgrade of the Point of Sale(POS) system. The application system for the POS is outsourced to a vendor team outside the organization. The vendor’s development team provides a scheduled delivery of upgrades. And our testing team does the regression and functional testing in house within the organization. They also provide timely patches for the defect raised by our team and we do testing within a Kanban team outside the regular sprint.

**Responsibilities:**

* Write test plans and test cases (including regression, performance, offline/online, stress and functionality tests, positive/negative)
* Executed test cases for functional validation, end-to-end, and regression.
* Worked on testing of various Legacy, Next-Gen(Self-Checkout) and Mobile application systems.
* Understanding the business requirement documents for each sprint assigned.
* Write new test cases to make sure the upgrades and patches provided in the release notes are covered.
* Assist with the creation of a high level test plan document.
* Coordinate with the vendor development team to ensure upgrades and patches for defects are provided within the agreed timeframe.
* Tracking of the defects/bugs raised within the team and outside the team(Directly from Store - Production defect).
* Triage and verify bug reports from customer facing employees.
* Used JIRA for tracking, analyzing and Documenting Defects.
* Analyzed the Business and Technical Documents to understand the Data flow from Front End to Back End.
* Involved in different Agile ceremonies - Sprint Planning, Daily Stand-Up, Sprint Review, and Sprint Retrospective.
* Worked with the business and development team to manage change requests.
* Testing of third party Discount Application to make sure discount data for each state is correct and getting applied according to the business rule.
* Tested Digital Coupons(DG GO Mobile Application), Manufacturing Coupons(Paper Coupons) and Store Discount
* Coordinate with Payment Gateway Vendor to test the entire payment ecosystem.
* Verify each of the approved method of payment(Debit/Credit, EBT, Checks, Cash, Gift Cards etc) within the payment ecosystem is working
* Involved in verification of price band and tax data for different states according to the local law.
* Performed Sanity testing, Smoke testing, Positive and Negative testing and Usability testing.
* Conducted System Integration Testing (SIT) of POS application.
* Participated in Business Layer testing of Hardware settings, Hardware units, Barcode scanner, Printers, Scale, Cash Drawer, business transaction flows etc.
* Handled testing activities for implementing and rollback procedures while deploying enhancements into production.
* Collaborate with the lead developer, product manager, and other internal stakeholders to ensure feature plans and specifications are complete enough and testable.
* Involved in data migration testing using SQL queries from legacy system to the new system
* Prepared and updated mapping document for the data flow from Central Database(CDB) to the Operational Data Store(ODS).
* Involved in writing SQL queries to make sure mapping is good between CDB and ODS.
* Worked closely with the User Acceptance Test Coordinator, Project Manager and Business System Analysts to understand business processes and develop concrete UAT cases.
* Planned, designed, executed and evaluated Performance tests of web application and services and ensured.
* Created technical documents for software and hardware.
* Analyzed software test plans, coordinated automated and manual test cases.
* Performed Regression Testing manually.

**Molina Healthcare, Long Beach, CA**

**Quality Analyst November 2021 – May 2022**

I was working as a Quality Analyst for Molina Healthcare with multiple teams. I was mainly involved in the QNXT Upgrade project. It is a major project involving a lot of different applications that are connected to QNXT Application. The goal was to make sure that the 5.9 version is performing all the activities in the expected manner after the 5.6 upgrade. I was mostly involved in the testing parts where the claims module was used. I was also leading the Contract and Benefit Testing as part of the UAT Checklist prepared by businesses where they wanted specific kinds of testing. The final goal was to prepare a mismatch report between two different versions of the application. We also had an offshore team with whom timely coordination was necessary to ensure there is no blocker for their work.

**Responsibilities:**

* Involved in testing EDI Transactions and mainly focused on 837.
* Involved in validation of the data in 834 transactions in accordance with the companion guide.
* Responsible for customer interface, requirements definition, general and detailed design, testing, maintenance, and training programs and managing requirements using tracking tools.
* Prepared and executed different test cases of EDI 834 and 837.
* Analyzed EDI transactions like 834 Benefit Enrollment and 820 Remittance Advice files to verify Data.
* Negotiated and managed multiple priorities, project plans, time frames and trade-offs while ensuring the clinical and administrative staff understood the results of the projects, sharing detailed vision of cost-benefit analysis
* Provided training on the EDI 834 and 837 transactions and on the reconciliation processes
* Performed compliance testing on 837 I and P, 834 and 820 EDI transactions.
* Coordinated with Business and User Acceptance Team during test case creation and execution for UAT.
* Prepared and executed test cases according to business scenarios.
* Prepared 837 and 834 EDI files to load the test data. Worked with SMEs to prepare specific scenario EDI files.
* Used Optum to validate the file and ClaimBot to process the file through claims gateway. Similarly, used inhouse Enrollment Gateway to process 834 EDI files.
* Verify inbound and outbound enrollment files for multiple LOB’s and State.
* Performed Back-End testing manually for database integrity using SQL statements on MS SQL Server.
* Enrolled members through online screens and 834 Transactions.
* Used the Rational Unified process methodology for the application development and created Use cases, activity diagrams and drafted UML diagrams using MS Visio.
* Worked on HIPAA Transactions and Code Sets Standards according to the test scenarios such as 834, 835 transactions.
* Worked with the Line of Business team, QA team and UAT Manager about issues, concerns, and risks.
* Followed the RUP methodology for the entire SDLC.
* Modified the 834 files and then checked if the eligibility enrollment is properly loaded
* Performed Back-End Testing to check database integrity by writing SQL queries.
* Involved in creating test strategies, status reports and test timelines that clearly communicate to business owners the history of UAT testing activities and results.
* Used Agile Test Methods to provide rapid feedback to the developers significantly helping them uncover important risks.
* Extensively performed manual testing and defect reporting using TFS and JIRA.
* Bug tracking and verification within JIRA for issues encountered during testing.
* Assisted the development team during the second and third iteration using the RUP model.
* Developed design Specification Writing Test report s and documenting Test results.
* Used RUP to create use cases, activity, class diagrams and workflow process diagrams.
* Tested HIPAA Transactions & Code Sets HL7 Standards like Premium Payment for enrolled health plan members, 834- Enrollment /Disenrollment to a health plan, 835, and 837) for smooth transition into EDI environment.
* Identified customer requirements besides reviewing test plans and documented the development of these plans.
* Developed automation test scripts for performing regression testing on the application using Quick Test Pro.
* Conducted interviews and workshops for soliciting customer requirements.
* Performed Test execution and wrote and executed Test scenarios/Test Scripts.
* Defect Tracking and Bug Reporting was performed using Quality Center.

**Cigna Health, Nashville, Tn**

**QA/ETL TESTER June 2019 – October 2021**

Cigna Health Care is driven to ensure that every person and organization receives the greatest possible value for their health care investment. It provides the resources to improve health and well-being through all stages of life of people. I worked as a QA/ETL Tester in different departments. I was mainly involved in testing with data management services of the government business segment. This segment handles data for all related with Medicare and Medicaid.

One of the projects I was involved in was about providing data to our analytics Department for their research and projections. We have a three-layer process for any data that comes into the system. First step in the process was to acquire data from different source systems (Vendors). Some were File acquisitions from our inbound location while others were acquisitions from other databases. The acquired data was then deposited as it is into the Core Layer. From the Core Layer it is moved to the Common Data Object (CDO) Layer. This is where all the transformation and logics are applied to meet the company’s data requirement. The final layer is Specialized Data Object (SDO) where the project requirements are completed with the final object creation. As a QA and ETL Tester, I was responsible for testing the acquired data in the Core layer, validating CDO developed meets the company’s data requirement and writing test cases for the final SDO developed. We used Informatica as well as an Inhouse tool for acquisition to the Core layer and Informatica as well as Stored Procedures for CDO and SDO. Active Batch was used for job scheduling and TFS and Rally for Tracking. MS SQL server, Oracle, and Teradata as Databases.

**Responsibilities:**

* Attended walkthrough meetings with the Business Analysts and DEV team to get a clear understanding of the business and the mapping applied.
* Evaluated business requirements and technical specification documents to craft test strategies and Test Plans.
* Prepared Traceability Matrix to track the requirements with the test cases and make sure none of them have been missed.
* Involved in project requirements analysis, writing test specifications, formulating test plans, executing test cases & keeping track of the defects logged Using TFS and QA Time allocation.
* Wrote several complex SQL queries for data verification, data validation, data quality checks for both Stored Procedures as well as Informatica Mapping.
* Involved in Database Validations, Writing Test scripts (Including the related SQL Statements by joining various tables) depending on Requirements for both Positive and Negative Scenarios.
* Extensive querying using TOAD to run SQL queries and monitor quality and integrity of data.
* Performed Report Testing by writing SQL queries to validate the data on the report and compare with the DWH data.
* Perform defect Tracking and reporting with strong emphasis on root-cause analysis to

determine where and why defects are being introduced in the development process.

* Validating the data passed to downstream systems.
* Worked with the team to understand the source to target mapping document and

accordingly helped them to clean the source data to decrease the defects and to ensure that final data matches with the data warehouse standards.

* Prepared test data to cover all the test scenarios.
* Prepared transformation logic to Conform Diagnosis and Procedure codes from source systems (FACETS, GTE and QNXT) and verified to match with industry standards.
* Verify Claim Status (Open, Pend, Pay, Deny) from the source application to target SDO and different upstream layers.
* Tested various EDI transactions such as EDI 834 for enrolment and maintenance
* Worked on FACETS Pre-pricing process – Subscriber/member eligibility, Plan benefits
* Involved in testing HIPAA EDI X12 transactions & Code Sets Standards like (820-Premium Payment for enrolled health plan members, 834-Enrollment /Dis-enrollment to a health plan, 837- Health Care Claims and 278 Authorizations Maintained QA lab standards, documentation review assisted in establishing and maintaining best practices for QA.
* Coordinated with the developers and IT architects to design the interface of the new system according to the EDI (270, 276, 278, 834, 837 (I, P,D) and 820) standards
* Involved in preparing test data/ Test script for UAT and participated in UAT signoff
* Extensive involvement in the file testing that is being extracted. Validation of data, format, and count of data in the file is being tested.

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**Anthem, Norfolk, VA May 2017 – May 2019**

### QA /ETL Tester

As Quality assurance analyst, I was responsible for conducting the overall System Testing to verify operations of key Facets modules involved in the processing of claims (including benefits), providers and members. Also worked with FACETS pending claims resolution and implementation of FACETS.

The other project I was involved in was about acquisition of new data. Outside vendors were sending files that were needed for our financial calculation. I was involved in testing the files to meet our expected format. Then the development team would complete the acquisition and load it into the target location with all the transformation needed as per the requirement. As an ETL Tester, my responsibilities were to create a test case for each logic applied. We used Informatica as an ETL tool, so I tested the workflow and session created. Then test the job schedule in Tidal. Then write SQL Queries to test the data in the final target table.

**Responsibilities:**

* Tested new enrollment codes for the projects and releases to ensure the claims application engine produced the expected edits.
* Actively participated in Daily Status, Stand-up Meetings, Scrums with Business, Development, and Test team to report the test status planned, accomplished, and issues
* Test SQL procedures and Batch Processes.
* Wrote Test Plans, Test Scenarios, Test Cases and Test Matrix.
* Analyzed and worked with MS SQL Server Test databases and Informatica Test environment.
* Worked with claim approvals, denials, and pends while also keying in claim details and retrieving them accordingly.
* Primarily worked testing of Utilization Management/Case Management cases in FACETS, and Medical Management Platform, Clinical Care Advance as well as with patient care management.
* Involved directly in maintaining logs of test scripts and defects in JIRA accordingly
* Involved in daily touch base meetings with Business Analysts, Project Managers, Team Leads, Testing Managers with respect to the progress on the ongoing project and defect tracking
* Performed both manual and automation testing of the pre-written scripts whether they are according to the functional specifications or not
* Responsible for creating complex scenarios according to the provided specifications and requirements and further test execution before UAT and production
* Involved with presenting the scenarios in the user-friendly manner to the business users during the UAT process before the update is signed off to the production
* Involved in FACETS Implementation, involved in end-to-end testing of FACETS Billing, Claim Processing and Subscriber/Member module.
* Worked on various EDI transactions like 837 for submitting claims, 835 for payments, 834 for enrollment, 270/271 for Eligibility inquiry and 276/277 for claims status.
* Implemented claim processing and adjustments within FACETS.
* Assisted with the Requirement Study, Test Plan Preparation, Test Cases Creation using Facets.
* Work on coordination of benefits (COB) in a claim processing.
* Performed Back-End Testing to check database integrity by writing SQL queries.
* Extensively used SQL statements to query the Oracle Database for Data Validation and Data Integrity.
* Set claim processing data for different Facets Modules.
* Extensively worked on any requirement upgrade and/or change request while doing UAT.
* Used Informatica powercenter to perform the functional testing on the different reports.
* Worked with Informatica developers to build the test data for existing and the new report validation.

**American Express, New York, NY**

**QA Tester February 2015 – April 2017**

The project that I got involved in was UAT for a mobile phone application based on iOS and android platform. The application was developed by a third party and American Express tested it before bundling with the phone’s native apps.

**Responsibilities:**

* Worked closely with System Analyst to ensure it met the user's needs using User Stories.
* Understand user stories and break it down into functional testing.
* Worked closely with system analysts to clarify the user story and acceptance criteria.
* Wrote numerous test cases based on test strategies.
* Responsible for Database testing using SQL and UNIX API Shell Scripting for queries and database functions for applications.
* Involved in Functionality and Regression testing during the various Phases of the development.
* Verified working of third-party mobile applications along with the native application.
* Compare the new built with the old built and report if any absurd behaviors were observed.
* Report severe and critical defects to lead and manager on new builds of applications daily.
* Conducted User Acceptance Testing, System testing and End-to-End testing.
* Performed data queries for backend using complex SQL queries, to validate the consistency of the data.
* Testing backend APIs using the Soap UI.
* Enhanced test cases scripts by adding the required functionality or removing defunct functionality as per the new Business Requirements and Change Request.
* Assist QA manager to analyze team performance and implement the changes if any with respect to raising the efficiency of the entire team.

● Defect Tracking and Bug Reporting were performed using Quality Center and Jira.

● Categorized bugs based on the severity and interacted with developers to resolve them.

● Verified whether the environment is up or not by checking web services using SoapUI and WSDL.

● Performed Gap Analysis while maintaining Test Matrix and Traceability matrix.

● Followed Agile Methodology to get quick results.

● Interacted with other teams through walkthroughs, teleconferences, meetings, etc. to resolve various issues.

● Participated in weekly meeting and discussed Change Request with business team

**EDUCATION:**

Master of Science in Information Systems Technology