**RESUME**

**Name:  Madhu Rathore**

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**EXPERIENCE SUMMARY**

* 14 years of experience in Testing (Functional and SIT Testing). Excellent Knowledge and working experience in Software Development Life Cycle, Testing Life Cycle and Defect Life Cycle
* Proficient in Smoke Testing, Functional Testing, Regression Testing, System Integration Testing (**SIT**), User acceptance (**UAT**), Windows applications and Web based applications
* Expertise in preparing **Test Plan**, Test Scenarios, Test Cases, Defect reporting, Test metrics & Test closure documents and performing Test Execution
* Most of my work experience is associated to healthcare domain and with major healthcare clients such as Blue Shield of California, Anthem (WellPoint), Emblem Health and Presbyterian Health Plan
* Understanding Business requirements and processes, well versed in conducting brainstorming sessions to **elicit requirements** from various stakeholders and reduce ambiguity associated with the complex requirements
* Responsibilities include Preparing **Test plan**, Requirement Traceability Matrix, Daily and **Weekly Status Reports** preparation and **management** activities like allocation of work, tracking team status, **conducting Training** & KT sessions, reviews and analysis of Requirements, test scenarios, test execution, test result, defect management, **Test Summary** and reporting
* Experience in **leading** a team of **10** **people** from offshore
* Experienced in **Agile** Methodologies and Scrum processes, worked on tools such as JIRA. Used ALM in Waterfall projects
* Good testing experience on **Facets** frontend and **Data model**. Worked on various modules like **Capitation, Claims Processing, Group and Membership** applications
* Have Good knowledge on **EDI** Transactions 834,837,276,277 and 278
* Good Knowledge in **core java** and selenium
* Trained ELTs/New Joiner on Software Testing, **Healthcare concepts** and Trizetto Facets.
* Well acquainted with database validation using SQL and has experience in test management and defect tracking tools.
* Well Versed with **Database Testing**
* Evaluated alternatives and developed processes and tools as needed to support the organization.
* Appreciated for shaping and grooming team members as a **Mentor**
* Received Associate of the Quarter awards while working for Blue Shield of California Client
* Participated in the functional Design/Detail **Design Review meetings**
* Collaborated with development and business teams to understand functional/technical specifications and business requirements and analyze data for effective test data management

**EMPLOYMENT HISTORY**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of the Company**  | **Designation**  | **From**  | **To**  |
| Cognizant Technology Solutions Ltd  | Test Lead  | January 2007  | Till Date  |

**EDUCATION**

|  |  |  |
| --- | --- | --- |
| **Title of the Degree with Branch**  | **College/University**  | **Year of Passing**  |
| Master of Computer Application (MCA) | Rajasthan University | 2006 |
| Bachelor of Computer Science (BSC) | Bharathiar University  | 2002 |

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| **Operating System**  | Windows Family   |
| **Programming Languages**  |  Core Java  and HTML scripting   |
| **Databases & Tools**  | Microsoft SQL Server, Quality Center, Rational Quality Manager, Rational Clear Quest, Jira, ALM and Tidal Enterpriser Control  |
| **Third Party Applications**  | Facets, Business Objects Info view  |
| **Manual Testing**  | Smoke, Functional, Regression and System Integration Testing  |

**Certifications**

* Certified Scrum Master (CSM)
* ISTQB Certified
* SCJP

**Project 1**: **Leading US based Healthcare Insurance Company (Jan 2019 – Till date)**

**Location: Hyderabad, India**

Client runs their operations as several modules all based on Facets. As there are several applications involved, the users faced difficulties while accessing their applications due to functional issues and decided for upgrading the application.

 As part of above projects worked on several modules outlined below

1. Member enrollment
2. Capitation
3. XPF Provider load
4. Claims
5. Utilization Management

**Key Activities/Responsibilities:**

As a team lead I was responsible for

* Review estimates, Test cases and any issues coming out across tracks before they convert them to defects
* Aligning the team with objectives from QA perspective to meet the timelines
* Ensuring the all-Scrum Teams leveraging tools and follow best practices to prevent defects
* Train and enabling Automation within the functional team’s capacity without bringing additional associates
* Track the automation progress and work with Automation SMEs outside the project to resolve the issues to ensure daily target met
* Exploring options to building / develop utilities and accelerators outside of non-traditional automations
* Proactively identifying the automation candidates across tracks and drive the automation
* Update the regression pack after every successful release
* Review the test cases across complexity levels to optimize the regression for a given release
* Ensure team is leveraging the existing test cases to reduce the design effort
* Document frequently used data set to cut down test data effort
* Review smoke suite is up to date to catch early defects
* Conduct reviews with BAs ensure QA is aligned with business
* Providing technical, SME expertise for quick resolution to smoothen the delivery
* Prepare risk mitigation plans if in case any delays foreseen
* Tracking, collating and reporting QA metrics
* Report comprehensive QA status across streams
* Ensure testing artifacts are documented and maintained
* Keep track of the new requirements in the project
* Synch up calls with onsite leads

**Project 2: Leading US based Healthcare Insurance Company based in California (Aug 2014 – Dec 2018)**

**Location: Hyderabad, India**

Project is charged with replacing the outdated core benefit administration system (spanning multiple hardware environments, database types, and programming languages) with an integrated system that enables the organization to respond more effectively to changing market conditions and competitive challenges.

**Key Activities/Responsibilities:**

* Understanding the business requirement of the project and acquiring strong knowledge on Functional Spec & Technical Spec of the concerned systems
* Responsible for effort estimation, planning and Test Plan preparation
* Involved in Test scenarios, test cases preparations and reviews.
* Responsible for authoring test cases.
* Responsible for Test Execution.
* Regular interactions with onsite for business requirements gaps, clarifications and reporting defects on a regular basis, verification of reported bugs raised by the other team member.
* Assist Project Management team in identifying and Mitigating Risks
* Review changes for impact on the supported area
* Focus on coordinating work and resources
* Reviews and Preparation of Daily Status reports.
* Preparation of the KT document for the new requirements which could be useful for the new joiner in the project.
* Involved in project administration related activities like creation of WSR

**Project 3: Leading US based Healthcare Insurance Company (June 2010 – May 2013)**

**Location: Hyderabad, India/Indianapolis, USA**

Client has multiple business units and lines of businesses like PPO, HMO, CDHP, Traditional etc. This engagement handles changes happening to the Core and Medicare Facets. These changes are driven by projects, mandates, small enhancements, defect fixes etc.

**Key Activities/Responsibilities:**

* Understanding the business requirement of the project and acquiring strong knowledge on Functional Spec & Technical Spec of the concerned module
* Responsible for effort estimation, planning and Test Plan preparation
* Involved in Test scenarios, test cases preparations and reviews.
* Responsible for authoring test cases.
* Responsible for Test Execution.
* Regular interactions with onsite for business requirements gaps, clarifications and reporting defects on a regular basis, verification of reported bugs raised by the other team member.
* Assist Project Management team in identifying and Mitigating Risks
* Review changes for impact on the supported area
* Focus on coordinating work and resources
* Reviews and Preparation of Daily Status reports.
* Preparation of the KT document for the new requirements which could be useful for the new joiner in the project.
* Involved in project administration related activities like creation of WSR

**Project 4: Leading Life Science Customer – Migration Project (July 2009 – May 2010)**

**Location: Hyderabad, India**

Client is a leading national provider of Revenue Management solutions for the life sciences and technology industries. The product helps customers maximize revenues, drive growth and reduce compliance risk by transforming the revenue lifecycle from inefficient disjointed operations into a strategic end-to-end process.

**Key Activities/Responsibilities:**

* Understanding the Business requirements and case study.
* Gathering the testable requirements.
* Involved in Test scenarios, test cases preparations and reviews.
* Responsible for authoring test cases.
* Responsible for Test Execution.
* Regular interactions with onsite for clarifications, reporting defects on a regular basis and verification of reported bugs raised by the other team member.
* Updating the Project Status to Senior Management.
* Preparation of the KT document for the new requirements which could be useful for the new joiner in the project.
* Involved in project administration related activities like creation of WSR has been important contributions to the project.

**Project 5: Leading Investment Bank in US (April 2007 – June 2009)**

**Location: Pune, India**

Client is involved in change management processes for new products and services to manage the risks associated with a new service or product. This process evaluates the risk profile of the product, facilitates approvals by LOB

**Key Activities/Responsibilities:**

* Requirement analysis for the new functionality.
* Preparation of Standalone / Integrated test plan.
* Interact with the Business and Development team members in fixing the requirements / defects.
* Perform Defect coordination role.
* HP-ALM updates for all assigned projects and activities.
* Test cases design, review and execution for all assigned project activities.
* Test data preparation for all assigned project and releases.