Raghapriya.S

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# Career Objective

To accept any challenge that comes my way with an open attitude and reinforce my belief that being versatile is the way to success and growth of self and organization. In the process I constantly update my knowledge and put my utmost efforts to deliver my best.

# Skills

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| **Software Skills** | Application Analyst, Developer, Manual Testing, Database Testing, |
| **Tools Used** | Medidata Rave, Armada, Xpression(Xdesign), Opentext(Enterprise Content Management), HP Exstream, Putty, Winscp, Ondemand, Redcard, Mainframe(Basic), JIRA Dms, Inform, Insight, Kronos, Ej viewer, Loyalt Concierge, Pim, Docusign, Cats, Active Directory and AS400. |
| **Methods** | Agile and Waterfall methodology. |
| **Domain** | Have worked in Retail, Healthcare and LifeScience. |

**Work Experience**

* 4 years of total experience in Cognizant Technology and Solutions.
* Worked in Healthcare and Life Science domain with Waterfall and Agile methodology of developing and testing.
* Experience in Release Management and worked in development and Testing projects.
* Experience working in Retail applications (Cats , Loyalt concierge,AS400)
* Experience working in Xpression (XDesign), Opentext (ECM) and HP Exstream.
* Experience handling global clients and handle independently all their queries.
* Experience working on Manual Testing.
* ITIL Certification.
* Medidata Rave Certification.
* Manual testing Certification.
* Good Knowledge of Software Development Life Cycle (SDLC).
* Conduct training sessions for new joiners and mentoring their work.
* Self-motivated, good team player and have good communication skills.

# Achievements

* Got Above And Beyond award .
* Received client appreciation for resolving the issues quickly.
* My project was highly appreciated by Clients (Anthem) as it got good rating.
* Received appreciation mail from the Client Sanofi Pasteur for the successful execution of the project.
* Received appreciation mail from client for the successful implementation projects within the critical time.

# Education & Learning Education

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| **Qualification** | **Percentage/Grade** |
| SSC | 81.2 |
| STANDARD XII / H.S.C. | 82.3 |
| BACHELOR OF COMPUTER SCIENCE AND ENGINEERING | 67 |

**Professional Experience**

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| **Study Name** | VAT00008, VYF03 |
| **Client**  | **Sanofi Pasteur (US)** |
| **Domain** | Life science  |
| **Roles** | Product Analyst (Database Tester/Database developer) |
| **Start Date** | Mar-3-2021 |
| **End Date** | Working till date |
| **Responsibility** | * Understanding and gathering the requirements from client
* Preparing Validation plan in Armada.
* Preparing Test cases.
* Executing Test cases in Medidata Rave database.
* Developing Edit checks in Medidata Rave database.
* Rising Defects and tracking it to its closure
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| **Technical Skills** | Database testing, Validation testing, (Medidata Rave, Armada). |

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| **Study Name** | EFC16723, VYF02, MEQ00071, VAT0002, VAT0001 |
| **Client** | **Sanofi Pasteur (US)** |
| **Domain** | Life science |
| **Duration** | 3 Months |
| **Roles** | Product Analyst (Database Tester/Database developer) |
| **Start Date** | 20-Jul-2020 |
| **End Date** | 26-Feb-2021 |
| **Responsibility** | * Understanding and gathering the requirements from client
* Developing Edit Check Programming in Medidata Rave Database.
* Preparing Validation plan in Armada.
* Preparing Test cases.
* Executing Test cases in Medidata Rave database.
* Rising Defects and tracking it to its closure
* Preparing Document of Understanding on the functionality covered in the execution.
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| **Technical Skills** | Database testing, Validation testing (Medidata Rave, Armada). |

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| **Project Names** | GRS Client Customization,Medicare Product launch 2020, NextGen 7.2 Commercial, Email Merge Process and SYDNEY Updates to System Generated Ops Letters, Add medicaid and medicare tagline update. |
| **Client** | **Anthem (US)** |
| **Domain** | Healthcare |
| **Duration** | 10 months |
| **Roles** | Developer/Tester |
| **Start Date** | 19-Aug-2019 |
| **End Date** | 30-June-2020 |
| **Responsibility** | * we used to develop letters in templates based on the Client requirement in OpenText (Enterprise content Management) version 16.5.4 and HP Exstream version 9.5.
* Understanding and gathering the requirements from different teams.
* Using NextGen 7.2 Commercial performed the Unit testing for 7.2 Commercial Appeal, Inquiry and Grievance letters and shared the output in Input, AFP & IDX files.
* Tracking defects to its closure.
* Executing the test cases in UAT and Regression Testing.
* Validation of outputs & reporting the Bugs.
* Sending status reports to clients
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| **Technical Skills** | Opentext, Mainframe (Basic), Ondemand, Putty, Winscp, Redcard, JIRA. |

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| **Project Names** | MedSupp Rate Guarantee Expiration Letter, Redesigned letter templates: Ex 4 and Generic Billing and Tier 1 SSCRs EOB not being received by member, COB October- EOB/RA Request\_IMSH REGION |
| **Client** | **ANTHEM (US)** |
| **Domain** | Healthcare  |
| **Duration** | 12.1 months |
| **Roles** | Developer  |
| **Start Date** | 01-July-2018 |
| **End Date** | 16-August-2019 |
| **Responsibility** | * We used to develop letters in templates based on the Client requirement in XPression (Xdesign), Opentext (Enterprise Content Management) version 16.5.4 and Hp Exstream version 9.5.
* Involved in interaction with vendor and business for any change implemented in the application and in the implementation of the releases and in resolving production issues.
* Understanding the client requirements and Functionalities
* Making changes as per requirement in design.
* Verified fixes and closed bugs during regression test cycle.
* Understanding and gathering the requirements from client.
* Actively Involved in Analyze, Design, Build, Test, & Roll Out phases.
* Processing the EOB files.
* Testing the EOB jobs.
* Sending status reports to clients
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| **Technical Skills** | Xpression(Xdesign), Opentext and Hp Exstream, Mainframe(Basic), Ondemand, Putty, Winscp, Redcard, JIRA. |

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| **Project Name** | Global CSC |
| **Client** | **Duty Free Shoppers (DFS) SGP** |
| **Domain** | Retail  |
| **Duration** | 25 months |
| **Role Name** | Application Analyst |
| **Start Date** | 20-May-2017 |
| **End Date** | 23-June-2018 |
| **Responsibility** | * Profile maintenance- Creation, Termination and updates with 10 applications.
* Was one of the first resources to be chosen to handle DFS user VIP tickets
* Received client appreciation for resolving the issues quickly.
* L1.5 task – ITSM tool maintenance-Process Workflow ticket creation.
* P1 Business communication- Informing Stake holders about the Business P1.
* Got WAH points for resolving more tickets within the SLA time period.
* Voice call Improvements- Educating new joiners on how to handle voice call and how to improve.
* Rationalizing alert monitoring- Helped out Team lead to eliminate Non-actionable alerts.
* Vendor Coordination – Profile maintenance tickets.
* Organizing Team meetings – Process awareness, Team concerns and Client Expectations.
* Team Score card validation- Helping the Team lead to provide the supporting artifacts (Misses and appreciations)
* Application team coordination – Ticket upgrade, Status update, notification during outages (Planned and Unplanned).
* Work as a single point of contact for all internal reports by CTS.
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| **Technical Skills** | CA SDM, DMS, INSIGHT, KRONOS, EJ VIEWER, LOYALT CONCIERGE, PIM, DOCUSIGN, CATS, AS400 and Active directory. |

**Declaration:**

I hereby declare that all the information mentioned above is true to the best of my knowledge and belief.

 **Raghapriya.S**