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| **GAJA LAKSHMI PADMANABAN Result-oriented professional targeting challenging assignments in Functional Testing & Business Analysis with an organization of high repute in Healthcare**  **Location Preference: Bengaluru**  **gajalakshmi05@gmail.com  +91 9940641363** | | | |
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| core24x24icons **Core Competencies** |  | knowledge24x24icons **Profile Summary** | |
| |  | | --- | | **Software Development Lifecycle**  **Software Testing Lifecycle** | |  | | **Agile & Scrum Methodologies** | |  | | **Risk Assessment** | |  | | **Automation & Manual Testing** | | **Script & Test Cases Preparation**    **Business Analysis**  **QA Plan & Strategy**  **Project Execution & Management** | | **SCRUM Master**  **TEAM Management**  **Soft Skills**    **Communicator Innovator**  **Thinker**  **Collaborator Intuitive** | |  |   **Education**   * **MBA Human Resource Management** from **College of Engineering Guindy** (Anna University) Chennai in 2010 with **70%** * **BE** (Printing Technology) from **College of Engineering Guindy** (Anna University) Chennai in 2003 with **83%** * **Higher Secondary** course from **Velammal** Matric school with **94%** | * A competent professional offering an experience of over 13 years in **Functional Testing** and **Business Analysis** with Domain expertise in Healthcare. * Managed multiple **US Healthcare clients** namely CVS & Aetna in Member Enrollment/Claims Adjudication/Pharmacy Benefit Management. * Strong Data Analytical, **Business Consulting** & **Managerial** skills. * Proven Business Analyst with a unique blend of Business & System Knowledge. * Subject Matter Expert (SME) in **AS400 based application (RxClaim**), Claim adjudication, Med D and Non-Med D Plan, COB Claim), Multi Ingredient Compound Claim (MIC), Maintenance/OTC/ROA Drug, Preferred formulary Drug, Claim Pricing * Analyzed formal test results in order to discover and **report any defects**, bugs, errors, configuration issues, and interoperability flaws; suggested recommendations for improvement of applications. * Managed QA Methodology like **Agile/ Scrum & Waterfall** by getting through Software Requirement Specification and Product Design Report * Experience in all phases in SDLC/STLC & proficient in **Manual Testing** * Proficient in Test Strategy Definition, Test Plan Creation, Test Design, Test Estimation, Test Execution, Test Data Creation & Validation, Test Review and Defect Reporting & Verification * Expertise in preparing **Test Management documents** for signoff from Business & stakeholders. * Expertise in Black/White box testing, experience on Windows/Mainframe environments & backend applications using SQL for detailed validations. * Certified Professional in **AHM250**, DB2 Testing.   career24x24icons **Notable Accomplishments Across The Career**   * Awarded with: * **Accuracy Champion** from the client for consistently delivering 100% quality * **Appreciation Award** in CVS Q4 2016 for involving in critical deliverables * **Healers-Appreciation** Award for conducting Fun Events @ Aetna 2012-2015 * **Achiever of the Month** award for Nov’13, Sep’12, Jun’10 & July’09 * Participated in **Crowd Testing** in 2013 and won First Place for identifying the maximum number of observations * Outstanding **Contribution to Outreach** (Corporate Social Responsibility) award for the year 2009-2010 | |
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| exp24x24icons **Work Experience** |  | | |
| **Since Jul’07 with Cognizant Technology Solutions, Bangalore**  **Growth Path:**  **Senior Associate Projects**  **Programmer Analyst**   |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | | **Jul’07-Jul’08** | **Aug’08-Oct’10** | **Nov’10-Jun’14** | **Since Jul’14** | |  |  | **Associate Projects** |  |   **Programmer Analyst Trainee**  **Key Result Areas:**   * Implementing various systems as per business needs (as-is & to-be analysis) and reviewing processes as per business specifications * Implementing project plans within deadlines and defining best practices for project support & documentation * Coordinating with developers, discussing technical problems, reporting bugs and supporting in rectifying issues * Developing various testing frameworks, test strategy & test plan; preparing & updating test documentation such as test scenarios, test cases, test scripts, test metrics & test project status reports * Preparing & maintaining test automation platform; conducting product functional reviews as per test specifications and preparing requirement traceability matrix, test data & test completion report * Planning & coordinating in the availability of the QA test environments and ensuring their compatibility of the same * Ensuring the **team focuses on automation** along with Manual Testing * Managing the software quality process involving review of product functions, test specifications & documentation, defect prevention, metrics collection, team leadership & analysis, debugging & resolution of issues * Spearheading client/ user/ partner interaction for requirement gathering, risk assessment, finalization of technical specifications and discussions for effort/ cost/ time estimation and client coordination and reporting * Performing Functional, Integration, System Integration & Regression Testing; verifying database and preparing bug reports * Organizing training sessions on latest technologies and initiating team building activities for operational excellence   **As a BRM (Benefits Relationship Manager alias Business Analyst): Managed 5 clients & BRM Team Lead managing quality deliverables for 9 clients**   * Coordinated with Clinical Advisor, Clinical Client Operations, Account Management and Coding through a consultative approach to understand client benefit plan design needs * Organized internal/external meetings and presentations to provide status updates and make decisions relative to client benefit setup * Conducted Exploratory Testing to evaluate requirement is feasible * Converted client needs and requirements to internal CVS Health teams such as Benefits Coding and Quality Analysis in Client Intent format * Submitted the Salesforce Benefits case to track all the Requirements/Coding/Testing deliverables * Participating in various meetings to gain an understanding of the overall big picture of the benefit plan implementation * Provided additional supporting documentation to support the implementation of the requirements * Performed Shift Left Approach to identify/fix the defects at requirement itself. * Managed the complex member situations/questions corresponding to plans built by CVS Team. * Served as Subject Matter Expert and provide guidance to BRM configuration, Quality Assurance Teams and provide Health Insurance and PBM Domain Knowledge guidance.   **As a SCRUM Master**   * Maintain and manage metric based reports that will provide insight into Roadmap vs Sprint. * Partner with Product Owner/Product Manager/Business Analyst to ensure seamless processes around Requirement Gathering and Release Management. * Track day to day developments through scrum of scrums * Implement plan for Improvements in Productivity and Velocity. * Create and manage Long Term Goals. * Tracking budget and operating plan for the program. * Developing an Evaluation method to assess program strengths and identify areas for improvement. * Managing a team with a diverse array of talent and responsibilities. * Ensuring goals are met in areas including customer satisfaction, safety, quality, team member performance. * Implementing and managing changes and interventions to ensure project goals are achieved * Meeting with stakeholders to make communication easy and transparent regarding project issues and decisions on services. * Analyzing and mitigation risks   softskills24x24icons **IT Skills**   |  |  | | --- | --- | | **Primary Skills** | Functional Testing, Benefits Testing, BRM, Business Analyst, Mainframe Testing | | **Secondary Skill** | Mainframe | | **Hardware** | IBM S390 Mainframe/ IBM AS400 Mainframe | | **Operating Systems** | Windows 7/98/XP/2000/Vista | | **Programming Languages** | COBOL,JCL,CICS,REXX | | **Databases & Tools** | DB2 | | **Other Utilities** | TSO/ISPF, Endevor, Xpeditor(Online and Batch), Star Tool, File Aid for DB2, MQM, QEDIT, SPUFI, QMF, File Aid, Sales force(SFDC), EZTEST, RXClaim (AS400) | | **Testing Tools**  **External Certification**  **Cognizant Certification** | HP-Quality Center, IBM-Clear Case, Clear Quest, Quick Base, QTP, TNO, Trello, JIRA  DB2 UDB V8.1 Family Fundamentals by IBM  Cognizant Certified Professional in Healthcare  (Introduction to Managed Healthcare – AHM250)  Cognizant Certified Professional in COBOL  Cognizant Certified Professional in JCL. |   career24x24icons **Personal Excellence**   * Contributed immensely towards org initiatives and always leads from the front. * Dedicated and Proactive and Enthusiastic. * Possess very good communication skills. * Provided good feedback to team members encouraging and appreciating the good work done. * Have bonded with the team and have a good rapport with every team member. * **Extracurricular Activities** * Organized college symposiums * CSR member in Cognizant * Visited 10 foreign countries   softskills24x24icons **Personal Details**  **Date of Birth:** 5th April 1986  **Languages Known:** English and Tamil  **Address:** 18/26, Sada Siva Metha Street, Metha Nagar, Chennai-600029, Tamil Nadu | | | |