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| **GAJA LAKSHMI PADMANABANResult-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** |
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| **Software Development Lifecycle****Software Testing Lifecycle** |
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| **Agile & Scrum Methodologies** |
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| **Risk Assessment** |
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| **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** |
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 **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.

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* **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**

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| **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

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| **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, JIRADB2 UDB V8.1 Family Fundamentals by IBM Cognizant Certified Professional in Healthcare(Introduction to Managed Healthcare – AHM250)Cognizant Certified Professional in COBOLCognizant Certified Professional in JCL. |

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* 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 |