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# **N. MALLIKARJUN**

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### CAREER OBJECTIVE:

Seeking an environment where my knowledge is shared and enriched in all spheres along with accomplishment of organizational goals with respect to career vision

### Professional Summary:

* A dynamic professional with 8+ years of experience in different domains like Insurance, health care domains (Property & Commercial and Health insurance) as Business system analyst (BA&QA) in the Different Domain and specializing in collecting the requirements, functional and Regression Testing.
* Working for **Optum (Horizontal integration**) from July 2020 to present as a **UAT Tester and Business analyst and testing**
* Worked with **Deloitte (Quess Corp)** from March 2017 to July 2020 as **Business Analyst and UAT Quality Test Lead**
* Worked with **Value momentum software services**, Hyderabad as a **Sr. Test Engineer** from Feb 2015 to Jan 2017.
* Worked with **Cognizant Technology Solutions** Nov 2011 to Dec 2014
* Works closely with the Product Managers, assisting with the business partners, Eliciting & organizing the requirements.
* Identifying Business Metrics and defining target values to be achieved through Analytics intervention
* Collaborate with Analytics and Technology teams to create solutions and offerings and convert analytical initiatives into Platforms
* Presenting insights to Stakeholders and Collaborate with Analytics and Technology teams to create solutions and offerings and convert analytical initiatives into Platforms
* Coordinating sprint Planning, daily scrum, product backlog refinement monitoring, and estimation of effort involved in deliverables and Manage the execution
* Designing the Mockups and handling the UAT, Organizing the sprint review and retrospective meetings.
* Create and manage User Stories, Product Backlogs based on the previously mentioned discussions
* Strong abilities in Testing involving setting up of test environment, creation of test scripts / cases, execution of component / functional / system tests and tracking of defects.
* Preparing Test cases and execution and participating in scrum calls and sprint review meetings
* Manage all the test activities in VSTS (Visual Studio Team Services) and Maintain test artifacts in VSTS
* Excellent communication, interpersonal skills with proven abilities in resolving complex software / application related issues
* Participate in detailed design reviews of proposed features and assist with requirement validation and involves in trainings for multiple projects
* Work with on-shore Business Proponents, Business Analysts, and System Architects to define & document System Solutions to Business Problems
* Extensive working experience in Offshore – Onshore model.
* Good knowledge on STLC and SDLC & exposure on Bug Life Cycle (VSTS,TFS,MTM and Rational tools)
* Involved & scheduled meetings with the Application and QA team to discuss the status.
* Ability to handle multiple projects simultaneously and delivering within specified timelines
* Focusing on test planning and management processes.
* Test Case design, metrics and Bug reporting.
* Conducting test estimation and defects management process.
* Making valuable recommendations on process improvements that enable clients to produce higher quality software. Providing cost effective tactical and strategic solutions.

### Certifications:

* **Certified Tosca Automation AS1, AS2, TDS1 and TDS 2,** Certified. And AINS Certified

### Areas of Expertise:

* **Skillset** : Testing(Funactional &Automationm), Srcum Master, Product Owner,Business Analyst.
* **Methodologies**  **:** SDLC, STLC, PowerPoint, and Microsoft tools and good Domain knowledge in insurance and US Healthcare industry
* **Software Testing:** Manual Testing & System Testing, Functional Testing, Regression Testing.

### Technical skills:

**Software / Technology**: Java, Dot net

Operating System : Windows 10, IOS.

**Testing Experience :** Manual & Tosca Automation Testing

Bug Tracking Tools : TFS,MTM, ALM,Jira,Mantiz,QC and Tosca

### Projects Experience:

Working for **Optum (United Health group)** from July 2020 to present.

PROJECT – M&R GPD Digital Programes (Medicare & Medicaid enrollments and members portals)

Client : Optum (UHG)

Environment: Rally,ALM, VSTS, TFS and MTM

Team size : 9

Role : BSA & UAT lead

**Project Description:**

UHC Government Programs Digital Marketing encompasses Medicare and Retirement portals featuring tools that help a prospect or member to shop and research different Medicare plans to understand coverage, costs, and so much more. These portals are ever evolving as more people are moving toward using UHC Medicare coverage, and UHC is on a journey of continuous improvement and moving the consumer towards a digital buying experience.

**Responsibilities:**

* Participate in sprint demos and release showcases to review development progress and identify additional testing needs
* Provides work effort estimations for UAT scope, based upon established Entrance and Exit criteria and maintains adherence to risk management guidelines
* Define the user based workflow to create end-to end User acceptance testing test scripts
* Partner with business, IT and vendor partners to improve consumer website experience and QA process
* Ensures the correct process (defect resolution, change management, and issue management) is identified and followed to achieve timely resolution
* Analyzes active system changes/updates to assess impact to training, documentation, procedure, etc
* Identifies, reports, and documents risks associated with testing and ensures proper mitigation
* Researches unexpected test results to identify root cause and ensures their proper resolution
* Applies methodology and processes with technology and tools to improve quality and efficiency
* Partnering with business divisions to assist and approve transactions and Manage and coordinate Release Deployment and Post Go Live activities
* To manage the activity of the UAT testers to ensure that the system functionality is fully tested within project timescales and to a high quality
* Ensuring that all cycles have the correct documentation as described in the procedures
* Creates and executes software test strategies and plans, tracks results, logs issues and process deviations, and ensures proper disposition and resolution of open issues
* Collaborate with Business and Technology teams to identify and implement Business Process testing improvements that will be applied to other program teams

Worked for **Deloitte** from March 2017 to July 2020.

PROJECT - DEP (Delivery Plan Excellence)

Client : Deloitte

Environment: VSTS, TFS and MTM

Team size : 7

Role : BSA lead

**Project Description:**

DEP Application is developed for Deloitte in-house project based and it is a custom solution built for the QRM practice stakeholders, the scope /purpose of this project is to evaluate the project /Records from the global Member firms and that supports the records management needs of Deloitte U.S. entities. This DEP tool helps the Deloitte across global to add the Project and to Perform a review and use this for their Quality Audits and risks. This includes the capability to capture Deal Review, Proposal Review and engagement review for the QV checks. DEP Consulting practice enable all the reviews to archive client’s engagement information in this tool.

**Responsibilities:**

* **Handling the New product requirements and maintaining in terms of change requests**
* Preliminary Data Analysis to identify possible outcomes Create the requisite documentation on the Analytics Product / Platform / Solution
* **Organizing and handling customer calls to scope business requirements**.
* Document and Collecting the requirements and user needs.
* Preparing the Mockups to develop the Software as per the requirements
* Performs Testing & validate the Analytics output / platform to ensure it meets the requirements
* Provide stakeholders with status reports, business benefits on initiatives and activity roadmap aligned to broad project plan
* **Conducted Discussions and meetings with designers to understand the overall functionality of the application.**
* Developed Test Procedures and Test cases for Manual Testing for various applications to ensure proper business compliance
* Reporting progress at regular status reporting meeting with higher Authorities
* Provided inputs towards estimates for preparing test cases and execution.
* Identified defects early in the verification phase to avoid functional changes during validation phase.
* Participated in peer review of Test Cases.

**Testing Experience (Automation) Tricentis Tosca Test suite Experience:**

* Excellent knowledge of Tosca
* To understand the functional flow and automate the applications using TOSCA test suite.
* Good knowledge of TOSCA engines which helps to steer the controls TBoX and Classic engines.
* Good knowledge of TOSCA Scanning methods i.e. XScan and TOSCA wizard.
* Good knowledge of TOSCA test suite – Modules, Test Case, Test Case Design, Requirement, and Execution.
* As part of center of excellence team helping to different project within the organization to implementation of TOSCA test suite.

**Worked as Sr Software engineer at Value momentum from Feb 2015 to Jan 2017**

PROJECT TITLE (CIG Insurance CMS), GIECO and RSA

**Client : CIG, Gieco and RSA**

Project : Claims management system (Property and Causality insurance)

Environment : Windows 7, .Net c#, SQL Server

Tools Used : TFS, MTM

Team size : 8

Role & Approach : BSA

**Project Description:**

CMS is a Claims management system for the policy holders of CIG. The application will fetch the policy information from policy center (Guidewire) and allows the user to apply for a claim. This policy center involves in different LOB’s like BOP, CAU. HOP, and FAA and with this different coverage’s based on the LOB The user then records all the information of the customers and creates a Record only claim. The application captures all the information of the causality like Date of Loss, Cause of Loss, Salvage, Subrogation, CRU etc. The recorded claim will be assigned to an adjuster with the status Open. The open claims will be processed by the adjuster with the evaluation and process the payment. Once the payment is completed the Claim will be in closed status. An Insured can claim multiple claims for a single policy. The reports will be submitted to ISO (Insurance service office) before the claim is processed to avoid fraudulent claim. The status of the application can be tracked and can be reported to the customer via Email/Fax/Phone.

**Responsibilities**

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* Collecting the requirements and user needs. Participating in detailed design reviews of proposed features and assist with requirement validation in P&C Insurance (Property and casuality)
* Participating in Iteration planning and Functional Testing of Interfaces of all the functionalities
* Project plan, timelines, route maps and Burn down charts
* Developing Test Procedures and Test cases for Manual Testing for various applications to ensure proper business compliance
* Participating in Functionality Testing, Regression Testing, and System Testing.
* Reviewing test cases and sending test cases to SMEs for external reviews.
* **Bug Tracking, Priority and Reporting**
* Reporting progress at regular status reporting meeting with higher Authorities
* Verify and validate fixes. Involved in team meetings to updates and status reporting
* Reporting the Defects and tracking them on daily basis.
* Attending Daily Standup calls and **scrum meetings** with developers, business analyst, Stakeholders and Team Members.
* **Involved in weekly review meetings and** Participates in SME support for the Business users on the UAT

Worked for **Cognizant Technology solutions** as a Quality analyst from Nov 2011 to 2014 Dec.

**Client**  : TOG (BCBS-Health insurance)

**Environment** : Java, JDBC, ORACLE 8.1.6,

**Testing Tools** : QC, ALM, TFS and MTM

# **Team Size** : 12

**Project Description**

This application provides various services for **Payers and Providers** of dental department and medical claims with subtypes of professional and institutional by following a standard EDI X12 format. Including registration and claims processing system as per HIPAA guidelines and controlling the duplication flow of Medicare and Medicaid insurances and commercial insurances of BCBS. WellPoint deals with the different services including electronic remittances ( 835)Eligibility and claim status, benefits and other premium payments services related to 837,834,276 and 278.

**Responsibilities:**

* Collecting and Understand the requirements of the Customer and Elicitating the requirements
* responsible for supporting the Healthcare Billing/Claims submission , EMR, Patient Enrollment Programs by performing analyses in relation to the financial performance of government and managed care programs.
* **Creating the Mockups using MS PPT and Preparing the UML diagrams and flow charts and used cases as per the requirements.**
* **Good experience into Agile scrum models.**
* **Created test cases for based on the requirements and execution.**
* Reporting the daily test status to the Lead
* Understanding testable requirements, design test scenarios and test cases
* Participated in peer review of Test Cases and Conducted regression testing and Re-testing
* Participating in daily calls and weekly calls and participating in Agile/Scrum and Sprint Planning, sprint retrospective.
* Involved in Tracking the Bugs and Prepare Bug Report Document
* Familiarity with federal and state regulatory guidelines affecting hospital reimbursement.

### Educational Qualifications:

* Graduation MBA(IT) from Jawaharlal Nehru Technological University.
* Graduation BSC from Osmania university
* Intermediate from Board of Intermediate Education
* SSC from Board of Secondary Education.

(Mallikarjun. N)