**RESUME**

**Career Highlights**

**10 Years** of QA/Functional SME experience in **Healthcare domain**(ORMB Billing) ,**Telecom domain E2E Testing** (Siebel CRM, OBRM, AIA, UIM, OSM, ASAP, Mediation (Comptel), BIP) , Investment Banking & Retail domain.

Hands-on experience in preparation of Functional specification documents aligns with BA team to understand the requirements, Preparation of Traceability Matrix & execution of Test Scripts. Involved in End to End, Functional, UAT, Regression, and Smoke & Sanity Testing. Worked in client location for **2degrees at Auckland (New Zealand).** Sound Knowledge in **Agile Methodology Process**.

**Professional Summary**

Working in Legato health technologies from Dec16th 2019 to till date as Tech lead for ORMB team.

Worked in State Street Corporation from June 17th 2019 to Dec13th 2019 as Team leader for ORMB team.

Worked in Cognizant Technologies Solutions from Oct 12th 2016 to May 31 2019 as a TeamLead.

Worked in **UST GLOBAL** as a Test Analyst from Mar14**th 2016** to Oct 7th 2016.

Worked in **Techmahindra** India Pvt Ltd from **May13th** 2011 to **Mar12th** 2016 as a Software Engineer.

**Experience Summary**

* Expertise in **ORMB** Billing Product. Worked on this product for Health Care domain and Investment Banking Domain.
* Expertise on Telecom CRM (Order journey) process – Order management.
* Having experience in Retail projects for Dell Customer.
* Having experience in Health care insurance domain.
* Hands on experience in **OSS/BSS systems** including provisioning, order management & Inventory.
* Hands on experience in **Functional** Testing, **Regression** Testing, **System** Testing, **Sanity** Testing, **Integration** Testing and **UAT** Testing.
* Extensive experience in Design, Execution, and Reporting of Test cases /scripts.(High-level and Low level scenarios)
* Well acquainted with Software Development Life Cycle and Software Testing life cycle.
* Having sound knowledge in analysis of functional issues.
* Currently acting as team lead for offshore location, a team of 18 members.
* Having good experience defect management tools(HP ALM,Jira,QC)
* Having good knowledge in **Unix** and **SQL** .

**Academics**

* Bachelor of Technology, in Information Technology with **73.14%,** JNTU, KAKINADA (2010).
* Intermediate, Board of Intermediate, Andhra Pradesh, with **93.01**(2006).
* SSC, SSC board, Andhra Pradesh with **87.50** (2004).

**Domain Knowledge**

* Telecom: **Siebel CRM** – Order Management, Account Management, Service Management
* Good knowledge in **OBRM (Oracle BRM) application**, Bill generation and invoicing process.
* Good knowledge in **Mediation (Comptel)** CDR processing.
* Good knowledge generating **PDF/CSV’s** and financial reports from **BIP application**.
* Good knowledge in **OSM** and order journey process.
* Sound knowledge in Healthcare insurance billing system **ORMB**.

**Technical Expertis**

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| Software Testing | Functional Testing, Regression Testing, Sanity Testing, System Testing and Integration Testing. |
| Domain | Telecom E2E,Health Care & Banking |
| Skills | Siebel CRM,OBRM,Mediation(Comptel),ORMB |
| Testing Tools | HPQC,Enterprise Tester,Jira,RQM(IBM),Quality Tester |
| Databases | Oracle SQL Server |

**Project : Anthem ASO / FI**

**Client : Anthem**

Environment: RMB

Role : Tech Lead QA

**Description**

Anthem is a health insurance plan provider which offers ASO (Administrative Services Only) as an arrangement in which an employer hires a third party to deliver administrative services to the employer such as claims processing and billing; the employer bears the risk for claims. By means of ORMB enterprise application, ASO is responsible for billing the Claims, Admin Fees and other Charges applicable for various customers sending the multiple type of data such as Medical/Dental/Vision/Enrollment/Capitation from multiple source system such as WGS, NASCO, FCS and FACETS.

**Responsibilities:**

* Helping team for any technical issue.
* Giving solution and helping team in designing the framework.
* Code review should be completed before (Manual) and after check (git) in the code and should be documented if applicable.
* Documentation of Test Artifacts and approach.
* Coding Standards & Code Quality as per the defined framework – 100% Adherence.
* Peer Review - 100% Adherence.
* Timely delivery of all the agreed items
* Timely submission of Status Report
* Contribute and Drive to minimum of one initiative.
* Zero escalations from any of the stakeholders.
* Cross collaboration across team and project.
* Accountability & Ownership for the assigned tasks and Team tasks
* Support the culture of teamwork and knowledge sharing within and outside the team.
* Collaborate between QA, Dev, and BO & Onshore to close the gaps.
* Mentoring other associates.
* Contribution towards Agile Ceremonies & Adherence towards Agile practice.

**Project : BTP(Billing Transformation Project)**

**Client : State Street Corporation**

Environment: RMB

Role : Team Leader

**Description** :

Statestreet Corporation wanted to streamline the billing process for various clients to a Single Billing System which is ORMB billing system. Statestreet having multiple legacy billing systems for specific clients .For cost effective and to centralize one billing system they wanted to implement one billing system which is RMB billing system.

**Responsibilities:**

* As the project is in implementation and drafting the functional documentation phase. As a team leader for ORMB team, I am responsible for the requirements gathering and reviewing the FSD’s and requirement documents.
* Designing the test scenarios and conducting the CRP sessions with the Development team.
* Training the resources across all the modules in the project on ORMB by conducting KT sessions.
* As this project is a Waterfall model ,I am responsible for test coverage and designing the Test Strategy documents (TSD).

**Project : Anthem Health Care Insurance**

**Client : Anthem**

Environment : RMB

Role : Team lead for offshore

Team size : 12

**Description:**

Anthem is a health insurance plan provider which offers ASO (Administrative Services Only) as an arrangement in which an employer hires a third party to deliver administrative services to the employer such as claims processing and billing; the employer bears the risk for claims. By means of ORMB enterprise application, ASO is responsible for billing the Claims, Admin Fees and other Charges applicable for various customers sending the multiple type of data such as Medical/Dental/Vision/Enrollment/Capitation from multiple source system such as WGS, NASCO, FCS and FACETS.

**Project Detail:**

This Project is based on Agile methodology where a sprint spans for 3 months with every new release for fifteen days, ORMB, being base platform is used for billing and managing customer details. From functional point of view and as per the business need we make sure required customer setup with different pricing rule like Claims, Admin Fees, Capitation,...are available for varied health care products(Medical/Dental/Vision), We also make sure respective bill cycle is setup as per the billing plan, A daily Billing batch is scheduled which picks the customer data according to the billing plan and generates the Bill for that particular customer.

From testing point of view, we make sure required test data is available in staging table (from where data is picked for billing batch) for different healthcare products with different source system. Post billing batch we will validate the generated bill along with Reports and GL accounting part.

**Responsibilities:**

* Experience in ORMB application v2.4.0.1.0 and V2.7 process flow. Validate the Customer/Accounts in UI and make sure all the attributes have proper values.
* Testing the customized modules like discounts, write-off,refund of Oracle Revenue Management Billing product for a Healthcare domain.
* Created self-explanatory documents for easy understanding of the new joiners and given KT sessions for the test automation teams within the organization
* As part of these releases leading the work deliverables from offshore of team members .Working on the critical Bysiness flows on Discount Agreements, Interest Calculations, Stoploss and Level funded products and along with my work deliverables. Involved in all the testing practices such as Test plan, Requirement Traceability Matrix, Test scenarios and Test cases preparation and Test execution.
* Allocation of work items to team, Effort Estimation and Test Plan preparation reviewing the deliverable, conducting the cross training sessions. Coordinated with the client, project manager and the project team members to understand and gathered the inputs.
* Worked in Waterfall methodology and did the end to end test execution for the below work deliverables
* Pricing: Setup and validate various pricing types. Billing, Payment & Reversals: Generating Bill, creating full payment, partial payment. Validate the bill segments and if errors investigating
* Automated Check Refund: Processing excess amount back of the payee automatically. Over payments or payment cancellations from Anthem the health insurance company with the help of the approval to do workflow. That goes to another system named DMS which issues the check.
* Performing automation script maintenance as part regression execution.
* Was part of transforming the application testing from waterfall method to agile methodology
* Collaborating with the Product Owner to create and refine user stories and acceptance criteria
* Participating in scrum ceremonies (Sprint planning, daily stand up meeting, user story refinement session, user story estimation, retrospection and sprint demo)
* Preparing the Cucumber feature files/scenarios in Gherkin format.
* Currently project is following Agile Methodology.

**Project : Dell Print Flexi Billing**

**Client : Dell Print Flexi Billing**

Environment : BRM tester

Role : Test Analyst

Team size : 4

**Responsibilities:**

* Responsible for understanding the User stories and designing the test scenarios.
* Executing the Test cases and update the status in TFS.
* Expertise in defect logging and defect management and defect life cycle using TFS.
* Working in **UAT team** as E2E tester.

**Project : Merlin**

**Client : Merlin New Zealand**

Environment : Telecom E2E (Siebel CRM, AIA, ASAP, OBRM, OSM, UIM, Mediation (Comptel), BIP)

Role : Software Engineer

Team size : 18

**Description:**

2Degrees is one of the leading telecom operators in New Zealand and they are providing Prepaid, Postpaid services for both Consumer and business customers across the country. They were providing these services on different platforms resulting in separate customer models, invoicing, CAF, Credit limit and Collection Policies.2Degrees has decided to migrate the existing stack to Oracle stack.

**Responsibilities:**

* Responsible for understanding and analyzing the functional process and business requirements.
* Developed test scripts by referring and analyzing the Functional design and technical design documents
* Expertise in defect logging and defect management and defect life cycle using Quality Centre.
* Interacting with developers to ensure early resolution of defects.
* Performing billing from BRM side for postpaid and fixed line services.
* Verifying the bills that are produced are according to the templates
* Executing dunning (Collections) and credit alert related scenarios.
* Handle entire testing phase for **Comptel (Mediation) with two resources.**
* Executing the test scripts and updating the status in Enterprise tester.

**Onsite Experience**

Worked in 2degrees Telecom Company which is in Auckland New Zealand for 6 months. Worked for client project in network testing and act as a **primary resource for Comptel Mediation application**.

**Project : SCMS (Single Customer Management Solution)**

**Client : Vodafone Qatar**

Environment : Telecom E2E (Siebel CRM,OBRM,OSM,AIA,UIM,ASAP)

Role : Technical Associate

Team size : 20

**Description:**

Vodafone is one of the leading telecom operators in Qatar and they are providing Prepaid, Postpaid and Fixed Line services for both Consumer and business customers across Qatar. They were providing these services on different platforms resulting in separate customer models, invoicing, CAF, Credit limit and Collection Policies.

Vodafone has decided to bring all their services on to a single platform. So SCMS project is initiated with the focus to launch following services:

1. Converge Customer Model (One call center and single customer care number for all the services for improved customer experience)

2. Single Invoice

3. Single CAF

4. Single Credit Limit

5. Single Collection Policies

**Responsibilities:**

* Responsible for understanding and analyzing the functional process and business requirements.
* Developed test scripts by referring and analyzing the Functional design and technical design documents
* Expertise in defect logging and defect management and defect life cycle using Quality Centre.
* Interacting with developers to ensure early resolution of defects.
* Performing billing from BRM side for postpaid and fixed line services.
* Verifying the bills that are produced are according to the templates
* Executing the test scripts and updating the status in HPQC

**Awards & Recognition**

* Received Pillar of the months
* Received best performer during the sprint demos and received client appreciations from Product owners.

**Personal Details**

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Marital Status : **Single**

Date of Birth : **15-08-1989**

**Pancard : AKRPV7098Q**

Current Address: LIG121,KPHB 7th Phase

Kukatpally,Hyderabad.

**Declaration**

I hereby solemnly affirm that all the details provided above are true to the best of my knowledge and belief and that at all times, I shall carry myself in a manner that lends dignity to the organization and worthy enough of the person.

Place :

Date : **(Leelakrishna Voggu)**