

RameshGaikwad

Sr Quality Analyst | Health Insurance | Benefit Administration

Mobile :919619221723

Email:ramesh.pune20@gmail.com

Address: plot no 610 azzura A wing pallava phase 2 Dombivali Mumbai.

PROFESSIONAL SUMMARY

- **Sr Quality Analyst with 9 years of experience in software testing** as a Quality Assurance Analyst to help the team to reach its goals in terms of successful release and product reliability .
- Experience in waterfall and agile methodologies and good exposure to all phases of Software development life cycle.
- Experience in all phases of software testing life cycle.
- Experience in Test case Design as per functional design document ,Test Data creation ,Test case execution ,defect reporting in JIRA with evidence also helping dev team to reproducing the defect in the QA Environment.
- Experience in various testing types: Smoke testing ,Sanity testing, Integration testing ,System testing, Regression testing ,exploratory testing.
- Experience in Agile methodology participating in sprint planning meeting, daily scrum meeting and retrospective meeting.

EDUCATION

- Bachelor of Engineering in Computer Science, Dr Babasaheb Ambedkar Marathwada University Aurangabad in Feb 2008.

TECHNICAL SKILLS

Tools:

JIRA, ALM, Devops, Postman, Selenium, Figma, Jmeter, RPA.

Domain Knowledge:

Health care, E-Commerce, banking ,ISP, IOT Enterprise resource planning system.

Testing Skills:

Manual Testing, API Testing using Postman, database testing, Test Planning & Strategy, Mobile application testing using Android ,SOAP, REST, SAP Hybris .

Other Skills:

AIQ Automation.

Worked on Freelancing Project

28 April 2023 To 30 Dec 2023

Project Bharat gas application

Domain : Retail

RELEVANT EXPERIENCE

Chenoa Information & software services Pvt Ltd Andheri Mumbai

Senior Quality Analyst, 21 April 2021 to 28 April 2023

Domain : health care & commercial and casualty insurance

Commercial & casualty insurance

Worked on commercial and casualty insurance using no code platform .Admin user can create quote after adding product for commercial & casualty insurance for various states with various coverage limit based on location, General liability commercial auto insurance, flood insurance, insurance company will process claim and cover the cost of repair to commercial property.

Responsibilities:

- Experience as **Senior Quality Analyst** with in-depth experience on no code level platform for both **US health** and **non-healthcare domain**.
- As a **Senior Quality Analyst**, I am responsible to co-ordinate and lead activities with **product owner** for missing requirement in the **functional requirement** document.
- Requirement Analysis for the given User Stories ,Test case design ,Test data creation, Test case execution ,reporting bugs in JIRA.

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- Developed and Implemented QA processes, ensuring that software solution meets with functional, non-functional requirement with quality objective.
- Responsible for raising the defects in JIRA Communicating with dev team once it is assigned back to QA retesting with New Test data if it is close attaching evidence in JIRA marking the defect status .
- Participating in a discussion with technical team on prioritized User Stories item in Agile as per all UI Mock ups and UI Specifications, workflow charts as well as mapped API document .
- Developed **test strategies, test plans, user cases, user stories** and **test cases** to ensure testing coverage helps in estimating effort .
- Estimate test efforts, analyze, and communicate test results, track defect in JIRA, and participate in a day-to-day QA activity.
- Verifying test case coverage as per the acceptance criteria in given the User story mapping each test case in given document.
- Working on Agile Scrum ceremonies such as **Sprint planning, Daily Scrum, Sprint Review, Sprint Retrospective** as well as **Backlog Refinement**.
- Maintaining Test Design document and Reporting daily execution status to QA Manager.
- Coordinated with Stakeholders for timely delivery and UAT support activities .
- Worked in **IOT project** continuously monitor conditions of sensor device check data on the dashboard as per the predefine condition whether it is causing any issues after login in the application.
- Worked on planned regression test suite with raised regression bugs in JIRA maintained pass/fail test result in Document.

Alia Premedia services Pvt. Ltd, Vikhroli ,Mumbai .

Quality Analyst,24 April 2019 to 8 October 2020

Domain : Supply chain management

Alia pre-media service is into designing a various brand with art work of various software item like it is pre-press & printing services it provides services to various regions using this application user able to create a standalone quote, mysqs application is for quoting a price for a particular design item as per the selection of state,quote can be created for any site .user can create a new job after having a job user can convert into quote ,user can issue invoice with dispatch note for the new & existing jobs in pdf file .

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Responsibilities:

- Responsible for **Analyzing the requirement** ,Test case Design, **as per the scope of Requirement document**. Participating closely with the product owner & technical teams, if there is any functional gap in the requirement document.
- **Experience in Agile Methodology** participating in sprint planning meeting,daily scrum meeting , retrospective meeting and daily QA Status activity ,reporting .
- Responsible for designing Test cases with mapping the functional requirement throughout project Life cycle.
- Collaborate with Product owner for reviewing the Test case with ensure that all the integration Test & end to end Test scenario are covered as per the acceptance criteria based up on the finalized document.
- Define test strategy document and perform smoke testing, sanity testing ,regression testing integration testing system testing in QA Environment.
- Participating in a walkthrough meeting with New team member as per the release plan.
- Communicate issues effectively with dev team which is raised in JIRA as per the given SLA &Retesting the defect in new build if the status of defect is closed providing the proper evidence with attachment in the new version .
- Participating on planned regression Test cases for the New change request ,maintaining the Test case execution document & providing the Test case coverage in daily QA Report status .
- Participating in **API testing** using postman also involved in cross browser & Adhoc testing in QA Environment on the specific test scenarios as per the planned activity.
- Performed load testing In JMeter for 100 users verified the server response.
- Developed and maintained comprehensive **test plans and test cases** based on project requirement and prioritized testing activities as per the project timeline. .
- Participating in **sign off** after delivering the User story and verifying whether delivery meet as per the requirement specification document.
- Worked on selenium web driver in Automation for few modules in the application.

Joister info media Pvt Ltd ,Marol Andheri Mumbai .

Quality Analyst,8 Feb 2016 To 19 April 2017

Domain : ISP

Joister is high speed internet service provider it provides service to residential and corporate customers.joister has reseller system through which flow goes like it has different roles partner,distributor,franchise, zone manager the customer can take service by online or near by customer location through zone manger ,customer select the resident or corporate plan depending upon plan the pricing will be defined in the reseller the payment frequency options are by cash cheque,online these are the payment mode all this will be user can view in accounting details .Also various commission has been defined in the system for distributor ,franchise ,which will reflect in the reports ,user can view various transaction report daily ,monthly, weekly also user can generate sales report in which user can view monthly business

Responsibilities:

- Responsible for verifying Various transaction sales report like daily ,monthly ,weekly user can view all the details.
- I was responsible for testing **end to end** functionality for sales report with other modules like commission,distributor,Channel ,partner, zone wise report.
- Test cased design as per the Documented Functional Specification Documents and design workflow ,flow charts.
- Responsible for Test case execution defect creation in JIRA &assigning to dev team .
- Performed API testing validated the API response in Postman reported failure .
- Performed load testing In **JMeter** for 100 users verified the server response .
- Responsible for SIT support& Regression Testing for quality delivery.

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**Datamatics global software services ,Seepz,Andheri Mumbai.
Software Test Engineer,30 July 2012 to 05 Feb 2016**

Domain : Health Insurance

Swift application is used to maintain the enrolled health care policies ,user can update &retrieve anytime there are Different channels available to enrolled the health care policies either they cal to the customer care or enrolled through The interfaces once the member is enrolled it will show member details in swift application once the member enrolled It will show member details in swift application member can see contract start date,contract end date,if the member enrolled within range of below 250 then it is categorized as DPCR group if more than 250 it will fall into DPNCR group In DPCR Member organization will pay on the behalf of member and for DPNCR member individual member will pay Subscription in case of group ,group will pay on the behalf of member.

There are different type of registration ,single,couple,single parent family,family type of registration the subscription Will depends on age of member there are different product like bupacare,local care,bby,dental also each product has unique product matrix in admin module we can perform various transactions in swift application like adding member Lapsing a member mid-term contract adjustment, renewing member,changing product,changing payment frequency like monthly quarterly, yearly,changing address all changes user can see after issuing a new document.

There is batch job activity for renewing a member which is taken care by third party vendor after renewing any member There are sequence of batches are running account receivable & account payable user will see closed invoices in swift application once batch is complete user can see subscription details in people soft.

When member perform any claim there is pre-authorization process in which assessor has to check what present Benefit is having how many times user have gone for claims also before enrolling a policy medical assessment column In which preexisting diseases will be recorded once the pre-authorization is done member will be provided hospital Network with active provider each provider has contract with bupa every treatment has different procedure code while adjudicating with details it display the eligibility like person has already made claim since how many incident has been in the claim history also assessor can adjust claim it display the amount whether he is eligible for treatment it shows eligible with coverage details .

Module : Admin,enrollment,underwriting ,Renewals,documents,payment invoices, Broker Commission, Products, Claim,pre-authorization,excess,deductible,benefits,Coverage,waiting period,inpatient,outpatient,sum insured Policy contract start,sum assured and end date,lapsing Member ,policy status ,network providers ,co-pay,group policy,individual policy ,Policy term .

Responsibilities:

- Responsible for **Analyzing the requirement** , Test case Design, as per the Requirement document. Participating closely with the product owner.
- Test case design for various modules in health care like claims,admin,sales,mybupa,third party interfaces.
- Performed smoke testing ,sanity testing ,Ad-Hoc testing, Integration testing,system testing ,regression testing in QA Environment.
- Lead team of 3+ QA members. Developed and executed test plans covered various types of testing: Integration testing, **System testing, non functional testing** .
- Involved in **Test Planning, Test Design, Test Execution, Defect Management** and **Test reporting** and documentation. Functional testing and integration testing across every stage of STLC and SDLC.
- Creation of detailed bugs reports for all issues discovered during test execution.

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Diebold Pvt Ltd ,Goregao Mumbai .

Senior Test Engineer, 18 July 2011 to 18 Jun 2012

Domain : Banking

Responsibilities:

- Customization in banking application for KYC and Non-kyc customer with testing current ,saving account for paper less Banking also performing operation using biometric otp for Adhaar card.
- Test case design ,Test data creation ,Test case execution, reporting a defect to dev team in defect tracking tool .
- Test execution on mobile application(Andriod) ,performing IMPS/NEFT Transaction with checking failure on each transaction raising issues to dev team.
- Created test document, including use cases, test scenario also reporting daily QA Activity status to reporting manager.

CERTIFICATION

AIQ Automation