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**Professional Summary**

* 5 years of experience in Quality Engineering and Assurance with in-depth knowledge and experience in P&C & Life Insurance.
* More than 3+ years of hands-on experience in Guidewire Policy Center Application testing with

Integrations (Billing Center, Claim Center, Guidewire Portal, Producer Engage, DocGen)

* Possesses thorough technical and operational knowledge within the QA area of responsibility.
* Expertise in Manual, Automation and API Testing of Client/Server and Web-based applications.
* Well acquainted with all phases of Software Test Life Cycle (STLC) with good exposure towards Bug Life Cycle and Testing Techniques, Methodologies and sound awareness of the stages of Defect Tracking Life Cycle (DTLC)
* Test automation skills and knowledge of automation tools (Selenium, Knowledge of Core Java and Cucumber.) Well versed with handling element in Selenium WebDriver
* Experience in Core Java, development by applying OOPS Concepts, Strings, Exception Handling, Multithreading.
* Proven ability in designing and creating automation frameworks using Java, Selenium, WebDriver, Junit, TestNG, Appium, Maven, Jenkins tools.
* Experience of creating, modifying and maintaining new and existing automation framework models (BDD/TDD, Hybrid, Keyword and Data driven Frameworks)
* Knowledge in DevOps and GIT
* Performed database/backend testing by writing complex SQL queries for data validation and integrity.
* Ability to work closely with Developers and Product Owners to ensure feature/bug fixes are shippable by Sprint end.
* Well acquainted with Agile and Waterfall Methodology which includes the following test phases - Requirement Analysis, Quality Reviews, Test Planning, Test Design, Test Execution & reporting. Also attended different ceremonies like Sprint Planning, Scrum, Backlog Grooming, Sprint review and retrospection.

**Educational Qualification and Certification:**

* Bachelor of Computer Application at Dr.G.R.Damodaran College of Science, Coimbatore (2015 – 2018)
* UiPath Level 1 Foundation Training Certification & UiPath Level 2 Orchestrator Training Certification
* Automation Anywhere Certified Advanced RPA Professional (Version 11)
* Certified SDET Professional by Devlabs Alliance
* SAFe Agile Trained
* Certification of Completion for “Agile Fundamentals: Including Scrum and Kanban” online course
* Cucumber Knowledge Assessment, Selenium Knowledge Assessment [Basics & Intermediate], Effective Project Management Knowledge Assessment, Client Interfacing Skill Assessment, General Insurance Certification from Cognizant (Internal)

**Technical and Domain Expertise**

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| --- | --- | --- |
| Hardware / Platforms | : | Windows XP/2000/Windows 7/Windows 8.1/Windows 10/Windows 11 |
| Test Management Tools | : | HPE ALM, Rally, Jira |
| Types of Testing | : | Functional Testing, Integration Testing, Regression Testing, End to End testing, User Acceptance testing, Automation Testing, Database testing |
| Project Methodologies | : | Agile & Waterfall |
| Domain Skills | : | Insurance and Healthcare |
| Databases | : | Oracle SQL Developer, Microsoft SQL Server |
| Products | : | Guidewire (PolicyCenter, BillingCenter, ClaimCenter), Producer Engage, CompRater |
| Microsoft Suite | : | MS Word, MS Excel, MS PowerPoint, MS Project |
| Programming Languages | : | C, C++, Java |
| Other Tools & Utilities | : | CITS, CTAF, SoapUI, Jenkins, Facets, Eclipse, GIT & GITHUB |
| Testing tools  | : | Selenium WebDriver, Junit, TestNG |

**Employment History**

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| --- | --- | --- | --- | --- |
| **Name of the Company** | **Designation/Role** | **From** | **To** | **Duration (Years)** |
| Cognizant Technology Solutions, Coimbatore | Programmer Analyst | April 2022 | Till Date | 01 years 09 months |
| Cognizant Technology Solutions, Coimbatore | Programmer | December 2019 | March 2022 | 02 years 03 months |
| Cognizant Technology Solutions, Coimbatore | Programmer Trainee | December 2018 | December 2019 | 01 year |

**Projects Undertaken**

**Project Name:** Travelers Insurance Inc

**Domain:** Insurance

**Role:** QA Analyst

**Project Objective:** Real-time testing of Guidewire PolicyCenter and its integration for Personal Property Insurance

**Projects Release Handled\Worked:** Expand Coverage & Rating Support for Extend Homeowners

**Responsibilities Handled:**

* As a QA Analyst I was involved in testing and validating Personal Property (LOB) Insurance Policy using Guidewire Policy Center.
* Reviewed and understood user stories or functional requirements and various business requirements documents.
* Interpretation of requirements and business processes into test scenarios
* Creation of Test scenarios involving different policy transactions and reviewed by BA
* Creation of Test cases and Test execution
* Responsible for deliverables in Sprints, which included Test Planning, Test Design, Execution and Test Result Documentation
* Involved in daily scrum meetings, Sprint Planning sessions, Sprint Review and Retrospective call.
* Used BDD Cucumber Selenium with Java and Maven Framework to automate the test cases. Ensure Policies are created and issued with respect to Automation scope
* Exposure to Jenkins and CI/CD pipelines
* Integrated with different Integration services like Address scrubbing and Geocoding, LRS, JBA Hazard, Swiss Re, Fireline Service (FUS), Insurance Score
* Tested various major functionalities like Policy Submissions, Policy Change, Cancel, Reinstate, Rewrite (New term, Remainder of Term, Full Term) in Guidewire Policy Center.
* Integration testing of Policy Center with Billing Center, Claim Center and DocGen
* Also worked on Billing Center for payments and claim center for creating losses.
* Worked on testing various types for documents including transaction-based documents, cancellation notice, Mortgagee Clause, Relint Notice etc.
* Participated in User Acceptance Testing and Business-to-Business Transaction testing.
* Data Provisioning for Finance team
* Extensively used SQL Queries to test the reports and database tables of 3rd party integration services.
* Create policies using CSIO and BMS request in Soap UI
* Create policies using CompRater and ensure it flows to Producer Engage and Policy Center
* Ensure Policy flows from PolicyCenter to BillingCenter, ClaimCenter, DocGen and BFODS using CSIO
* Interacting closely with onshore/clients to communicate the tasks & status in an effective & efficient manner in daily stand up.
* Involved in Test case review
* Worked in Forms, Rating, Tiering and Discounts validation
* Defect management & retest
* Preparation of Daily reports on BFODS, CFODS, PFODS and BODS
* Part of Internal Audit team
* Have been Primary Co-Ordinator for Business Continuity Management for past 2 consecutive years.
* Have got appreciation (Star Award) from client for extensive support in team.

**Project Name:** Blue Cross Blue Shield of North Carolina

**Domain:** Healthcare

**Role:** Test Executive

**Project Objective:** Real-time aggregation and computation of KPI Metrics

**Projects Release Handled\Worked:** Blue Designation Center, Facets Upgrade (5.5 to 5.8), National Program releases 20.0, 20.5 & 21.0

**Responsibilities Handled:**

* Interpretation of requirements and business processes into test scenarios
* System integration testing to ensure claim flows into Facets
* Quality Assurance on commercial claims and ITS Home and Host claims processing through Blue2, Planconnexion and facets application. Blue2 tools for ITS message processing
* Processing EDI transactions to ensure member benefit inquiry, claim status and claim loads in Facets
* Performs UAT, System testing, E2E testing Regression testing and Sanity testing
* Participate in daily defect triage calls
* Creation of test strategy, Test plan, test scenarios and test case prioritization based on Business requirements and technical specifications
* Defect tracking and executing test cases in HPE- ALM
* Defect Management activities including Defect logging, tracking, Retesting and closure
* Involved on the claim processing testing for commercial claims, ITS home and ITS host claims
* Interacting closely with onshore clients to communicate the tasks and status in an effective and efficient manner on daily basis
* Ensuring the quality of the deliverables and doing peer reviews for test cases before it is turned over to onsite
* Worked on Facets, Blue2 web application and Power MHS
* Document Matrix Validation