

Megha Anand | Immediate Joining

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Summary

- ◆ **14 years** of IT experience in the healthcare industry with **8.5 years** in **Optum Global Solutions** as **Onshore Project Coordinator** and **Techno-Functional QA Lead**
- ◆ **3.5 years** of **US experience** as Quality Lead in EA Sports & Optum
- ◆ Highly adept at planning, prioritizing test efforts and resolving defects based on trade-off between severity of defect, impact to committed release, delivery dates, customer needs and expectations
- ◆ Proficient in various SDLC processes like Agile, Iterative and Waterfall along with STLC processes and practices like TCOE, CMM levels
- ◆ A Dynamic Hands-on **SDET** in Automation & Performance Testing with proven ability to direct and improve quality programs, reduce defects and boost overall efficiency and productivity
- ◆ Automated independent user stories and encouraged QA Team members in timely completing automation of user stories within the sprint through BDD framework. Analyzed Continuous Integration needs & implemented test tagging strategy in order to have different tests run at appropriate times using **Selenium** and **TestNG**
- ◆ Achieved REST APIs automation using **Rest Assured** & **Postman** and automated the End to End flow using POST, PUT, GET & DELETE methods
- ◆ Performed Data Analysis through **Pandas** library & Data visualization through **Matplotlib** and **Seaborn** libraries in **Python**
- ◆ Performed automation of Mobile apps on iOS & Android devices using **Appium**
- ◆ Performed Load Tests with 1X, 2X, 3X load for the APIs using **Jmeter** and shared the Aggregate Reports with all the stakeholders
- ◆ Tested Facebook Mobile Apps on Android & iOS
- ◆ Executed and managed Performance Tests through LoadRunner for every release along with migration of Performance Test scripts from LoadRunner to Jmeter
- ◆ Participated in requirements gathering, developing test strategies, plans and procedures, coordinating testing and developing / reviewing Test Automation scripts with the test team
- ◆ Streamlined processes with Development activities to reduce testing redundancy
- ◆ Defined best practices for Functional, Regression and Automation tests
- ◆ Mentored Manual & Automation teams making sure DevOps practices and CI / CD pipeline are followed
- ◆ Incorporated Agile/Scrum methodology principles within the QA team. Led Backlog Refinement, Iteration Planning, Sprint Planning, Sprint Retrospective and Sprint Review sessions from QA perspective. Worked with business stakeholders in defining and prioritizing User Stories for every release
- ◆ Headed the migration of DataStage batch jobs to Micro services in Azure
- ◆ Ability to multi-task and shift priorities based on client requirements

- ◆ Executed quarter and annual reviews for team members, issued company BRAVO & STAR awards for resources who exude professionalism and exemplary work performance
- ◆ Extensive experience working with Onsite-Offshore model and ability to merge Onsite Offshore goals
- ◆ Mitigated QA risks including escalation to senior management and partnered with cross-functional teams to ensure testing quality
- ◆ Assured business about the product being defect free and compliant with functional, business and technical specifications
- ◆ Produced Test Summary Report and other Test Metrics for each project
- ◆ Maintained open communication with project leaders and upper management to ensure that QA was informed of priorities, deadlines, project status, and release plans
- ◆ Developed QA budgets, hired, trained and supervised QAs and SDETs
- ◆ Contributed to QA process improvement initiatives
- ◆ Supervised the team in 48 hour deployment and successfully distributed \$30 billion in emergency funding to health care providers approved by the [U.S. Department of Health and Human Services](#) as part of the contract given to UHG for **COVID-19** relief in April 2020

Skill Set

Testing Tools: Selenium, TestNG, Cucumber, HP QTP, SOAPUI, Rest Assured, Postman, Appium

CRM: Salesforce

Project / Test Management Tools: Rally, HP ALM, Jira, Confluence, TestRail, TFS, Azure DevOps (ADO)

Languages: Java, Gherkin, Shell Scripting, Python

Technology: ETL Data stage

Databases: Oracle, MS-SQL Server

Performance Testing Tools: Load Runner, Performance Center, Jmeter, Blue Jay, LoadView

Operating Systems: Windows, Unix

Other Tools: SVN, Ultra Edit, GitHub, Jenkins, Maven, Service Now, IBM Workload Scheduler (TWS), Azure, AWS CloudWatch, Swagger, Putty, WinSCP, DBVisualizer

Professional Experience

Jan 2023 – Dec 2023, Technical Lead - QA, The Judge Group

Team Size : 12

Client: Optum Global Solutions

Roles and Responsibilities

- Onshore Lead for **Capitation Revenue (CapRev)** application which allows Optum of California to process funding from Health Plans that have contracts with OPTUM under full risk capitation arrangements. OPTUM CA's Health Plan Analysts load incoming Health Plan data files & map the

data to conformed OPTUM database values. It allows users to reconcile revenue amounts paid by the health plans to cash received and create Journal Entries (JE) to be sent to Accounting for month-end General Ledger close processes

- Worked with Business, Dev Team & Technical Product Owners in requirements gathering and writing user stories in TFS
- Assigned the stories in ADO to myself & the team members based on their expertise ensuring timely delivery of all the stories by end of the sprint
- Delivered monthly KPI metrics for CapRev application which includes Automation Coverage and Quality Defect Ratio
- Achieved automation of the Regression Test Suite using SpecFlow framework and generating BDD tests along with Selenium & C#
- Successfully delivered **Galaxy** project which involved the acquisition of **The Good Samaritan IPA** of South California
- Completed Integration Testing involving integration of multiple applications like Claims Online Portal, CapRev, Division of Financial Responsibility etc. with IDX
- Mentored QA team of downstream applications in verifying complete data flow from IDX data warehouse to the downstream applications
- Shared the Test Planning & Test Summary Report with all the stakeholders

Nov 2021 – Oct 2022, Technical Lead - QA, Advantis Global Inc.

Team Size : 5

Client: Electronic Arts

Roles and Responsibilities

- Supervised the Endpoint Management Scrum Team which maintains the Microsoft & Sony Targets / Consoles including Xbox, PS5 etc. and helps users lease them for game testing
- Worked closely with Technical Product Owners in requirements gathering
- Achieved Micro services automation using Postman and validated the JSON response with correct Response codes and error messages
- Parameterized the APIs using JSON data file
- Integrated the Automation Suite in CI/CD pipeline using GitLab
- Executed Load Test with 1X, 2X, 3X load and baselined the load numbers of the APIs through JMeter
- Mentored the QA team in performing validations based on the subnets assigned to corresponding Data Centers in AWS
- Validated CloudWatch logs using complex queries

June 2015 – July 2021, IT QA Lead, Optum Global Solutions

Team Size : 15

Roles and Responsibilities

- Managed and led Scrum Teams for a highly critical application to UHG business **Optum Pay**, the primary function of which is to cater the claim payments submitted by more than 300,000 providers which go through different applications for adjudication purposes
- Supervised multiple small projects of 3 month duration along with working closely with Business, Technical Product Owners, Dev, QA and infrastructure teams regarding product deployment
- Performed Functional and Performance Testing of multiple APIs through Postman and JMeter
- Automated the Optum Pay web application using Selenium & TestNG and generated Extent Reports
- Analyzed the data sets using Pandas library in Python
- Plotted Bar & Pie charts using Matplotlib and Seaborn libraries in Python
- Manually tested REST APIs and automated the end to end flow of APIs using Rest Assured.
- Implemented OAuth 2.0
- Handled the Session creation through Automation and passed the same to next requests
- Built POJO classes for Serialization & Deserialization of JSON Payload
- Implemented Data driven framework to drive data dynamically from Feature files
- Automated all the methods - GET, POST, PUT & DELETE and validated the response codes & response messages for both positive & negative scenarios
- Integrated the Maven - Cucumber framework into Jenkins & scheduled the job to run daily and generate reports
- Validated the App on Android & iOS devices.
- Automated the tests using Appium & executed on real devices
- Located the elements through xpath, id, className & androidUIAutomator
- Validated multiple mobile gestures like tap, longPress, Swipe, Scroll, drag & drop etc.
- Created Regression Test Suite to be executed for every release in Test and Stage environments
- Successfully trained, mentored and motivated onsite and offshore QEs, SDETs and Developers in areas of domain expertise and internal procedures
- Planned, assigned and allocated testing resources based on individual project needs.
- Gathered and reported Quality metrics which demonstrate business value and show continuous improvement
- Responsible for leading the project schedule and deliverables for the project and reporting status to offshore/onshore management.
- Generated high-level QA goals/objectives for each team along with action plans and benchmarks to measure progress
- Responsible for monitoring and supporting test activity through the entire STLC using test management tools like Rally, SharePoint and ADR
- Worked closely with Development and Product Managers to estimate the test effort and develop release schedules

- Identified and communicated risk and risk-mitigation strategies like determining the dependencies between applications to eliminate/reduce risks and potential conflicts during releases
- Managed all aspects of QA resources including performance reviews, career development and training as needed
- Standardized QA processes and practices across teams like reviewing the test scenarios and scripts with business to ensure timely and zero-defect deliverables
- Monitored the progress of projects for adherence to the planned schedule and participated in all project-affecting decisions
- Planned test strategies and ensured test plans and test activities are executed efficiently.
- Mentored and partnered with Performance Testing team to conduct Load Testing for each release ensuring robustness of the system and successfully converted the Load Runner scripts to Jmeter
- Responsible for adhering to RSA process, UDP compliance, SOX Compliance, HIPAA and ADR process of the client

June 2013 – July 2015, Quality Engineer, Optum Global Solutions Pvt. Ltd. India

Team Size : 5

Roles and Responsibilities

- Validated major business process modules as part of **Medical Loss Ratio Engine (MLRE)**, a rebate calculation tool to issue payments to the customers in the form of a check or premium credit to be applied to future premiums
- Expertise in analyzing and translating Product Requirement Document, Business Requirement Document, Solution Summary Document, System Requirements, High Level Design, Low Level Design, Technical Specifications to Test Plan, Test Strategy, Test Scenarios and Test Scripts
- Mentored new resources as an SME of the application
- Implemented new payers by loading the extracts and held responsible for consolidating the payments through 48 batch jobs
- Responsible for leading Data stage FTP loads and creating Control, Trigger and Data files for QA Team during multiple Test Execution cycles and performing initial debugging before filing defects
- Executed functional tests and analyzed outcomes against expected results
- Identified, documented application and environment defects and worked with Developers to timely resolve them
- Performed End to End Testing including Smoke, System, System Integration, Regression and Sanity Testing
- Actively worked with business teams to support UAT
- Responsible for working with Onsite and Offshore Cross-Functional teams (Upstream and Downstream)

Jan 2012 – May 2013, Software Test Engineer, Syncapse Ltd, Gurgaon, India

Team Size : 4

- Responsible for Testing various Facebook applications for Blackberry, J.P. Morgan and L'Oréal including the Cross Browser Testing along with examining the health of PRO 3.0 product which deals in Search Engine Marketing & Optimization both in Social as well as in Search.
- Performed Mobile Testing for the Facebook Apps on both iOS & Android
- Responsible for analyzing and translating business requirements, Solution summary, SRI, High level design, Low level design to create testing artifacts like Test Plan, Test Scenarios, Test Scripts, Test Data
- Responsible for Smoke, System, System integration, Security, Regression test activity and support UAT
- Expert in creation of testing artifacts like Test Strategy, Test Plan, Test Schedule, Test Scenario, Test Scripts, TCCS, Test Results, Test Summary , Defect RCA and Test Execution reports
- Responsible for validating the data using different APIs, looking over the exceptions and deploying the code

Jan 2010 – Nov 2011, Test Engineer, Infosys Technologies Ltd, Pune, India

Team Size : 12

- Responsible for validating claim adjudication process for major healthcare vendors **Aetna** and **WellPoint**
- Responsible for analyzing and translating business requirements to create testing artifacts like Test Plan, Test Scenarios, Test Scripts, Test Data
- Responsible for Smoke, System, System integration, Security, Regression test activity and support UAT
- Responsible for Test matrix updating and status sheet maintenance for the weekly test cycles

Education:

- Bachelors Of Engineering (Information Technology) – 2009, Guru Gobind Singh Indraprastha University, Delhi

Certifications:

- ISTQB Foundation Level
- Azure AZ-900
- SDET
- DevOps
- AHM-250