



# Kuldip Singh

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 kuldipsingh2011@gmail.com

## Profile

Seeking a challenging position within an organization offering ample opportunities for learning and contribution towards organizational goals. Committed to leveraging acquired skills and expertise to drive success while continuously expanding knowledge base. Dedicated to embracing challenges and fostering growth, both personally and professionally. Striving to collaborate effectively with team members to achieve collective objectives. Aim to make meaningful contributions that positively impact organizational outcomes. Passionate about continuous improvement and development within a dynamic work environment. Eager to align individual aspirations with the overarching goals of the organization.

## Education

2002  
Ranikhet, India

**69.2% | 10th  
Kendriya Vidyalaya**

2004  
Surat Garh Cantt

**70% | 12th  
Kendriya Vidyalaya**

2008

**59.3% | Bachelor's Degree  
Ram Lal Anand College (Delhi University)**

## Work Experience

2008 – 03/2023  
Gurugram, India

**Quality Analyst  
Optum Global Solutions Pvt. Ltd.**

### Job Responsibilities:

- Interpret business requirements and facilitate testing by identifying features, user stories, and test cases.
- Execute test cases across various applications including MYUHC, ACET, PROVIDER PORTAL, SAMX, and CIRRUS, utilizing Selenium-based automation.
- Conduct comprehensive API, application, and system testing.
- Employ Selenium WebDriver for efficient automation testing and demonstrate proficiency in JSON, SQL, and XML.
- Manage configuration and deployment tasks as per project requirements.
- Implement Agile methodologies for effective project management and possess expertise in all SDLC phases.
- Test web-based applications such as Cirrus and collaborate with teams to resolve defects promptly.
- Ensure testing integrity across different environments like Master and Alpha.
- Document business requirements, features, and user stories meticulously.
- Manage batch jobs and API responses, collaborating closely with DEVOPS teams for code fixes.
- Lead and manage teams, overseeing API, Mainframe, and TOSCA testing processes.
- Conduct User Acceptance Testing (UAT) and ensure compliance with functional and non-functional testing standards.
- Verify the accuracy of financial transactions, validating invoices and commission statements.
- Conduct thorough validation throughout all stages of testing.
- Monitor production for defects and promptly address any issues that arise.
- Track defect and test case statuses using Rally and ALM.
- Utilize automation tools to streamline testing processes and reduce manual efforts.
- Conduct audits to ensure validation and adherence to business requirements.

## Achievements

- Selected for implementing functionality in automation tools to reduce manual efforts.
- Successful completion of major projects within set timelines, including FedEx, Cost Estimator, Click to Chat, and Behavioral Health.
- Provided knowledge transfer and cross-training to newcomers.
- Completed multiple internal trainings related to process enhancement, including Less Model, Agile, and Rally.
- Received onshore appreciation mails and rewards.



### **TEST Professional:**

- Proficient in creating user stories, test plans, and test cases, and their implementation.
- Skilled in regression testing and performance testing using ALM Tool.
- Experienced in configurations and deployment across various projects.
- Capable of analyzing data to identify data quality issues and application deficiencies.
- Ability to extract meaningful results from large volumes of data.
- Track record in bug tracking and mentoring team members.
- Demonstrated leadership in successfully managing project completion by managing priorities, negotiating with stakeholders, and removing team blockers.
- Experience in designing new systems/functionality according to project requirements.
- Expertise in utilizing tools to understand API requests and responses and querying databases for testing environments.
- Proficient in follow-up on defects and providing testing requirements for deployment.
- Familiar with data extraction processes for downstream teams via Cloudberry Explorer and data flow management through various applications.
- Skilled in assisting interdepartmental teams in coordinating enhancements and implementing new functionalities in automation tools.
- Ability to work in dynamic and collaborative work environments and make independent decisions.

### **Business Analyst:**

- Proficient in testing UI applications such as Cirrus and creation of high-level business scenarios, detailed test plans, test cases, and their execution.
- Skilled in identifying test criteria and testing new functionalities/enhancements.
- Experience in tracking bugs in ALM and Rally and analyzing bugs and test reporting on various projects.
- Competent in generating membership accounting files and managing project requirements for successful delivery without issues/defects.
- Capable of presenting analysis results to various business partners and supporting interaction between business and technology users.
- Proven ability to manage and prioritize multiple projects simultaneously.
- Skilled in collaborating with external and internal teams to analyze information needs and functional requirements for project delivery.
- Experience in updating metrics reports and project status reports for the team.
- Ability to collaborate with developers and subject matter experts to develop product specification documents based on business requirements.
- Proven ability to engage in multiple initiatives simultaneously.
- Familiar with defect war room calls and utilization of automation tools.
- Experienced in handling EDI for claims processing and managing both electronic and paper data.
- Excellent written, verbal, and interpersonal communication skills.
- Strong team player with good communication, interpersonal, presentation, and leadership skills.
- Strong technology skills across platforms, quick learner, and result-oriented.

### **Associate Business Analyst:**

- Experienced in testing mainframe applications (UNET) and UI applications like Cirrus.
- Proficient in regression testing to ensure critical functionalities are working as expected.
- Skilled in defining and executing test cases, analyzing bugs, and test reporting on different projects.
- Delivered projects within defined ETA.
- Experienced in the claim life cycle and completion of multiple internal trainings related to core applications.
- Stay updated with the latest releases and review new features and functionalities with the business team.
- Conducted production audits.

### **Senior Claim Associate:**

- Managed complex adjustment team handling providers' and members' appeals regarding claim payment reconsideration.
- Conducted internal audits for randomly selected samples and provided OJT support.
- Achieved cost savings through auditing and corrected wrongly paid claims.
- Responsible for handling inventory issues of dedicated and critical policies.

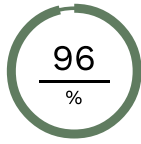
### **Claim Associate:**

- Resolved queries of providers and members in the adjustment unit regarding previously processed claims.
- Processed claims billed for payment by members, physicians, and hospitals.
- Handled various types of claims, including physician, inpatient, and outpatient.
- Adjudicated complex claims such as Medicare, Medicaid, and other insurance claims.

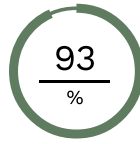
## Skill Graph



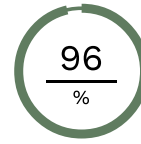
Advanced Predictive Analytics



Advanced Chaos Engineering



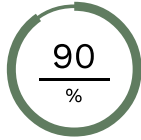
Advanced Test Orchestration



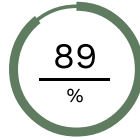
Advanced Cognitive Testing



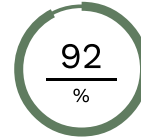
Advanced Quantum-Safe Cryptography



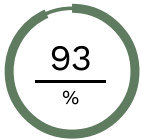
Advanced Ethical Hacking



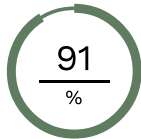
Advanced Compliance Testing



Advanced Augmented Reality (AR) Testing



Advanced Voice Interface Testing



Advanced Emotional Intelligence Testing

## Languages & Computer

### - LANGUAGES

English



Hindi



### - COMPUTER

MS Office

(Word,Excel,Powerpoint)



Internet, Email



## Strengths

Adaptable

Flexible

Attention to detail

Positive attitude

Accuracy

Action oriented

Ambitious

Analytical

Decision making

Dedicated

Detail oriented

Determination

Problem-solving

Leadership

Learning Agility

Communication skills

## Hobbies



Exploring distant lands



Getting lost in a good book



Capturing moments



Feeling the music



Every kind of sport