**SANTHOSH KUMAR MOTAMARRY**

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### ****PROFESSIONAL SUMMARY****

Results-driven PEGA Lead Business Analyst with over 15 years of experience in the healthcare industry. Proven expertise in business process modeling, requirements gathering, PEGA implementation, and business testing. Adept at collaborating with stakeholders to deliver high-quality solutions that improve operational efficiency and enhance patient care. Strong analytical and problem-solving skills with a focus on aligning technology solutions with business objectives.

### ****Technical Skills****

* **Business Analysis**: Requirement gathering, documentation, business/system requirements analysis, RFP creation
* **Project Management**: Scoping, budgeting, resource allocation, timeline estimation, Agile methodologies (Scrum, Kanban)
* **Quality Assurance**: Testing methodologies, test planning, test execution, defect tracking
* **Communication & Collaboration**: Verbal and written communication, stakeholder management, team collaboration
* **Database Management**: SQL queries, data analysis
* **Tools & Technologies**: JIRA, Confluence, Microsoft Office Suite, Tableau, Oracle ERP and EPM, Selenium, Appium

**Core Competencies**

* PEGA PRPC Development
* Business Process Management (BPM)
* Requirements Gathering & Analysis
* Business Testing & Validation
* Stakeholder Engagement
* Agile & Waterfall Methodologies
* Healthcare Regulations (HIPAA, HITECH)
* Data Analysis & Reporting
* User Acceptance Testing (UAT)
* Change Management
* Team Leadership & Mentorship

### ****PROFESSIONAL EXPERIENCE****

**VERIZON, Remote (Eden Prairie, MN) Dec 2023 - PRESENT**

**Senior IT Business Analyst & Business Tester**

**Project Description:** With outbound marketing, the company initiates the conversation and pushes a message out to their customers rather than waiting for their customers to come to them. Automated text messages that confirm transactions inform about shipping and remind about abandoned carts are automated. They are sent only when triggered and only to customers who trigger them.

* Lead the design and implementation of PEGA BPM applications for healthcare processes, enhancing efficiency by 30%.
* Collaborate with stakeholders to gather requirements and translate them into functional specifications.
* Conduct user acceptance testing (UAT) and coordinate with QA teams to ensure high-quality deliverables.
* Facilitate workshops to define business processes, identify gaps, and recommend solutions.
* Develop and maintain documentation, including business requirements, use cases, and process flows.
* Scoped projects by researching and recommending software solutions, estimating costs, and identifying necessary resources and duration, leading to the timely and cost-effective delivery of projects.
* Collaborated with cross-functional teams, including developers, QA, and stakeholders, to ensure alignment between business needs and technical solutions.
* Performed project management and quality assurance activities, including developing test plans, conducting testing, and tracking defects to ensure high-quality deliverables.
* Facilitated effective communication between technical and non-technical stakeholders, resulting in a mutual understanding and satisfaction with project outcomes.
* Mentored junior IT professionals and provided leadership in Agile project teams, promoting best practices in business analysis and project management.

**TATA CONSULTANCY SERVICES July 2019 - Dec 2023 Humana, KY**

**PEGA Lead Business Analyst and Business Tester**

**Project Description:** Humana Inc. is a for-profit American health insurance company based in Louisville, Kentucky. I worked on “APEX and Zinc” projects, a Healthcare-related Pega project that deals with Adding, Updating, and Terming Providers from the HUMANA Network and different claims. APEX is an intent-driven application where providers can be added, updated, or Terminated using the respective intents. Zync is system-driven, which will take all the required details of the provider from the roaster and process them accordingly. Both are golden range applications for Humana, generating 10 Million USD.

* Lead the analysis, design, and implementation of PEGA solutions in healthcare applications, enhancing patient management and billing processes.
* Collaborate with cross-functional teams to gather and document business requirements, ensuring alignment with regulatory standards.
* Develop process maps and workflows to identify areas for improvement, resulting in a 30% increase in operational efficiency.
* Facilitate workshops and meetings with stakeholders to prioritize features and develop user stories, enhancing project delivery timelines.
* Mentor junior analysts on PEGA best practices and methodologies, fostering a culture of continuous improvement.
* Design and execute business testing strategies, ensuring that solutions meet all functional and non-functional requirements.
* Coordinate User Acceptance Testing (UAT) with end-users, capturing feedback to make necessary adjustments before deployment.

**TATA CONSULTANCY SERVICES, SYDNEY(AUS) JUL 2018 – May 2019**

**COMMONWEALTH BANK OF AUSTRALIA**

**QA Test Lead**

**Project Description:** The Commonwealth Bank of Australia (CBA), or CommBank, is an Australian [multinational](https://en.wikipedia.org/wiki/Multinational_corporation) [bank](https://en.wikipedia.org/wiki/Bank) with businesses across [New Zealand](https://en.wikipedia.org/wiki/New_Zealand), [Asia](https://en.wikipedia.org/wiki/Asia), the [United States](https://en.wikipedia.org/wiki/United_States), and the [United Kingdom](https://en.wikipedia.org/wiki/United_Kingdom). It provides various [financial services](https://en.wikipedia.org/wiki/Financial_service), including retail, business, institutional banking, funds management, superannuation, insurance, investment, and brooking services. The Commonwealth Bank is the largest Australian listed company on the [Australian Securities Exchange](https://en.wikipedia.org/wiki/Australian_Securities_Exchange) as of August 2015, with brands including [Bankwest](https://en.wikipedia.org/wiki/Bankwest), Colonial First State Investments, [ASB Bank](https://en.wikipedia.org/wiki/ASB_Bank) (New Zealand), [Commonwealth Securities](https://en.wikipedia.org/wiki/Commonwealth_Securities) (CommSec), and Commonwealth Insurance (CommInsure)

Responsibilities:

* Managed end-to-end testing activities for complex software development projects, ensuring high-quality deliverables within project timelines and budgets.
* Led a team of testers, providing guidance, mentorship, and technical support to enhance their skills and performance.
* Conduct Sprint Planning, Review, Sprint Retrospective, and daily SCRUM meetings.
* Experience assessing testing processes, creating and implementing testing and SQA strategies using Agile (Scrum) testing methodology.
* Developed and implemented comprehensive test plans, test cases, and scripts covering functional, integration, and regression testing.
* Coordinated with cross-functional teams, including developers, business analysts, and project managers, to align testing activities with project goals and milestones.
* Identified bugs, logged them into the DevOps Board, monitored their progress, and verified their fix.
* Created easily reproducible bug reports in DevOps and tracked their resolution.
* Successfully led cloud migration projects, overseeing the transition from on-premises environments to Microsoft Azure cloud.
* Developed robust Selenium Page Object Model framework with Selenium WebDriver using Object-Oriented Programming in Java and the open-source unit test framework TestNG. Solid experience with the Gherkin language for behavior-driven testing and (BDD) framework implementation.
* Implemented POM (Page Object Model) automation framework using JAVA, Selenium WebDriver, and Cucumber.
* Developed a robust Selenium Page Object Model framework with Selenium WebDriver using Object-Oriented Programming in Java and the open-source unit test framework TestNG.
* Automation scripting experience in Intranet/Internet applications using Selenium Web Driver and SOAPUI.
* Created easily reproducible bug reports in Azure DevOps and tracked their resolution.
* Involved in developing and executing automation Regression and System testing using Selenium.
* Performed Data-driven testing to validate the components displayed on the website using Selenium.
* Developed both data-driven and keyword-driven automation frameworks using Selenium.
* Conducted defect tracking, root cause analysis, and defect resolution processes to ensure timely resolution and minimize impact on project timelines.
* Collaborated with stakeholders to identify risks and define mitigation strategies, ensuring project success and customer satisfaction.
* Successfully implemented test automation frameworks, reducing manual effort and improving testing efficiency.

**TATA CONSULTANCY SERVICES, AMSTERDAM(NETHERLANDS)**

**ING BANK, NLD JUL 2017 – Mar 2018**

**QA TEST LEAD**

Project Description: The ING Group ([Dutch](https://en.wikipedia.org/wiki/Dutch_language): ING Groep) is a Dutch [multinational](https://en.wikipedia.org/wiki/Multinational_corporation) [banking](https://en.wikipedia.org/wiki/Banking) and [financial services](https://en.wikipedia.org/wiki/Financial_service) corporation headquartered in [Amsterdam](https://en.wikipedia.org/wiki/Amsterdam). Its primary businesses are retail banking, direct banking, commercial banking, investment banking, wholesale banking, private banking, asset management, and insurance services. With total assets of US$1.1 trillion,[[2]](https://en.wikipedia.org/wiki/ING_Group#cite_note-AR2020-2) it is one of the biggest banks in the world and consistently ranks among the top 30 largest banks globally. It is among the [top ten largest European companies by revenue](https://en.wikipedia.org/wiki/List_of_largest_European_companies_by_revenue).ING is a Dutch member of the [Inter-Alpha Group of Banks](https://en.wikipedia.org/wiki/Inter-Alpha_Group_of_Banks), a cooperative consortium of 11 prominent European banks. Since its creation in 2012, ING (Bank) has been a member of the [list of global systemically important banks](https://en.wikipedia.org/wiki/List_of_systemically_important_banks).

The Project is related to Smart Invsetigation Framework deals about the issues raised by the customers that has been done for the transactions they had done for transfers or payments.

Responsibilities:

* Worked as test lead for this project and assigned work to the team.
* Responsible for designing and developing Functional and Regression test cases as per User stories.
* Working with Automation Testing tools like HP UFT and preparing the test scripts according to the regression test cases.
* Conduct Sprint Planning, Review, Sprint Retrospective, and daily SCRUM meetings.
* Experience assessing testing processes, creating and implementing testing and SQA strategies using Agile (Scrum) testing methodology.
* Create/Review detailed test scenarios and test cases related to SWIFT ( Message types MT 103, MT101, MT202, MT202 Cov), Faster Payments Services, CHAPS, BACS in HP ALM.
* Developing complex queries using SQL Server and comparing the data with reports.
* Attended Demos, met with Client for User Acceptance, and provided QA signs on the testing.
* Work closely with the product owner/business analyst and project team to learn about the project functionalities and provide testing timelines.
* Understand business requirements and documentation (BRDS, user stories, test cases/scripts).
* Worked on using the Postman tool, Swagger and Fiddler, and Rest Client to test Web Services and REST APIs end-to-end across different systems.
* Performed both manual test script executions.
* Developed robust Selenium Page Object Model framework with Selenium WebDriver using Object-Oriented Programming in Java and the open-source unit test framework TestNG. Solid experience with the Gherkin language for behavior-driven testing and (BDD) framework implementation.
* Implemented POM (Page Object Model) automation framework using JAVA, Selenium WebDriver, and Cucumber.
* Developed a robust Selenium Page Object Model framework with Selenium WebDriver using Object-Oriented Programming in Java and the open-source unit test framework TestNG.
* Manage all testing efforts throughout the project lifecycle in an Agile environment. Responsibilities include Attending daily scrums and all agile ceremonies, such as Retro meetings and story grooming.
* Submit defects, work with the Business analysts and developers on a resolution and validate resolved issues.
* Involved in Functional Testing, GUI testing, Integration Testing, System Testing, Smoke Testing, and Regression Testing in web-based e-commerce applications.
* Perform Hardware/Platform Testing. Sets up software and hardware in the test lab, per specs.
* Involved in conducting User Acceptance Testing UAT and pre/post-production validations.
* Test planning, Requirements Traceability, Issue defects, troubleshooting, and retesting defects.
* Validate the application compatibility with different browsers (MS Edge, Firefox, Google Chrome).

**TATA CONSULTANCY SERVICES, HYDERABAD JUNE 2016 – JUNE 2017**

**CLIENT: JP Morgan Chase (JPMC)**

**QA Test Lead**

**Project: SMART INVESTIGATION OF PAYMENTS.**

Project Description: The Smart Investigation Framework is related to the investigations made into payments by organizations that face any issues while processing them. This is a PEGA Migration Project, which has been migrated from PEGA 5.5 to PEGA 6.3

Responsibilities:

* Worked as test lead for this project and assigned work to the team.
* Responsible for designing and developing Functional and Regression test cases as per User stories.
* Working with Automation Testing tools like HP UFT and preparing the test scripts according to the regression test cases.
* Create/Review detailed test scenarios and test cases in HP ALM.
* Conduct Sprint Planning, Review, Sprint Retrospective, and daily SCRUM meetings.
* Experience assessing testing processes, creating and implementing testing and SQA strategies using Agile (Scrum) testing methodology.
* Developing complex queries using SQL Server and comparing the data with reports.
* Attended Demos, met with Client for User Acceptance, and provided QA signs on the testing.
* Work closely with the product owner/business analyst and project team to learn about the project functionalities and provide testing timelines.
* I understand business requirements and documentation (BRDS, user stories, test cases/scripts).
* working on using the Postman tool, Swagger and Fiddler, and Rest Client to test Web Services and REST APIs end-to-end across different systems.
* Performed both manual test script executions.
* Manage all testing efforts throughout the project lifecycle in an Agile environment. Responsibilities include Attending daily scrums and all agile ceremonies, such as Retro meetings and story grooming.
* Submit defects, work with the Business analysts and developers on a resolution and validate resolved issues.
* Have been involved in Functional, GUI, Integration, System, Smoke, and Regression Testing in web-based applications.
* Perform Hardware/Platform Testing. Sets up software and hardware in the test lab, per specs.
* Involved in conducting User Acceptance Testing UAT, and pre/post-production validations.
* Test planning, Requirements Traceability, Issue defects, troubleshooting, and retesting defects.
* Validate the application compatibility with different browsers (MS Edge, Firefox, Google Chrome).

**UnitedHealth GROUP, HYDERABAD, INDIA & MINNESOTA**

**Business Analyst and Sr.QA Analyst AUG 2011 – May 2016**

**PROJECT: Member Interaction & Issue Management**

**Project Description:** Member Interaction & Issue Management is a complete case management tool that provides visibility and connectivity with other Medicare and Retirement departments, connectivity to clinical information used for [HEDIS][ Healthcare Effectiveness Data and Information Set] and [Star Ratings].MIIM is a workflow application Developed in (CPMHC Framework). It is implemented for Customer Care Representatives (CSRs) to provide Medicare (MAPD, PDP) Plan holders with the required details. MIIM helps members raise their issues or grievances and tracks them until the closure. It is mainly a downstream application that uses data from various host systems like GPS, NICE, COSMOS, ORS, and iLead.

PROJECT: ICARE (Compliance, Analytics, Resolution, and Experience) (this is an AGILE process-based Project):

Earlier, UHG Used over 100+ tools to handle Appeals, Disputes, and Grievances across the Organization. In 2013, the Second Touch program was started to streamline tools and processes used by various Business Units. The Goal of the Program was to create a single workflow tool for Case Management. The iCare application is being developed and will be introduced in stages across the Organization.ICARE is a new workflow management tool that will support Appeals, Disputes, and Grievances end-to-end processes across Medicare & Retirement (M&R) and Employer & Individual (E&I) United Healthcare (UHC) West. The ‘CARE’ in iCARE stands for Compliance, Analytics, Resolution, and Experience.

Responsibilities:

* Analyzes business and technical requirements. Developed Test Plans & Test Scripts based on functional areas.
* Performed back-end testing using SQL Query Analyzer by executing SQL commands.
* Responsible for defect tracking and reporting the defects in the Quality Center and worked closely with the development team to ensure high-quality and timely releases.
* I tested the data extraction, transformation, and loading using the ETL tool per the design docs.
* Exported information from a report generated by an accrual database.
* Designing the test plan, test case, test suite, and test matrix for the products and their respective fix packs and main releases based on understanding the functional specifications.
* Review the product's Functional specifications and indicate if any changes are required in creating the tool regarding feature changes. Update test cases if needed.
* Executing Build Verification Testing scripts.
* Extensively performed GUI, Functionality, Regression, and User Acceptance Testing using various test methodologies.
* Worked customized framework into Selenium Web Driver and generated automation scripts for functionality testing.
* Report defects in the defect tracking tool and document the same under respective test cases for additional test coverage. Be responsible for validating the defects against the builds delivered.
* Experience in testing reports generated by Business Objects.
* Worked on the test plan, test cases, weekly status reports, and issue tracker in SharePoint.

**INCUBE SOLUTIONS PVT, LTD, HYDERABAD, INDIA MAR 2011- AUG 2011**

**SOFTWARE QA ENGINEER**

**Project: MY SPARK EDUCATIONAL PLATFORM**

**Responsibilities:**

* Analyzed the System requirement specification (SRS) for testability.
* Created test plans, test cases, and scripts based on functional specifications and prepared test data for testing.
* Performed all types of manual testing, including functional, system, and regression testing.
* Executed test cases and test scripts that define specific test criteria and the expected results to be achieved. Staged Test data for validation.
* Involved in Automation keyword-driven framework development by using QTP 9.2.
* Maintained User Defined Functions, Object Libraries, Repository, Scenarios, Recovery Scenarios,
* Upload, track, and monitor testing through Quality Center.
* Prepared Test Script Metrics and Defect Metrics Preparation of Every Build.
* Responsible for defect tracking and reporting the defects in the Quality Center and worked closely with the development team to ensure high-quality and timely releases.
* Manually executed test executions, evaluated test results, and attended daily meetings with the developers to discuss the high-severity defects.
* Conducted User Acceptance testing (UAT) to validate the application and ensure it reflects business functions and requirements.

**PLAYER X(ZED) GAMES INDIA, PVT. LTD PUNE, INDIA AUG 2010 – MAR 2011 CLIENT: MOBILE GAMES**

**Deployment Technician**

**Project: Buzz, Animal Circus, Planet 51, Tron**

**Responsibilities:**

* Responsible for preparing the test plan.
* Responsible for preparing the text and functionality checklist.
* Responsible for testing the application from the first playable to the Code Release st
* Performed the hopper test to perform stress testing on the game application.
* Review the product's Functional specification and indicate if any changes are required in creating the tool regarding feature changes. If needed, update respective test cases.
* Created, maintained, and reported analysis of automated scripts and version controlling of the test procedures and the automated scripts.
* Preparing exploratory testing, reviewing functional specifications, and preparing the TBSD matrix.
* Version controlling of the test procedures and the automated scripts.
* Involved in helping the resources in the team to familiarize themselves with the automated scripts.
* Involved in customer escalations and Proof of Concept (POC) of the products for Client Solutions.
* Exploratory testing and session-based testing are used to indicate issues early in the lifecycle.
* Uploading the applications to different carriers like Vodafone, airtel, idea, Reliance Local and 3-Italy, O2 UK, and all international networks through MCP (Master Content Provider) of our internal web portal

**Electronic Arts India PVT LTD, Hyderabad, India OCT 2008 – AUG- 2010**

**QA Tester**

**Project: MOBILE GAMES**

**Responsibilities :**

* Responsible for preparing the test plan.
* Responsible for preparing the text and functionality checklist.
* Responsible for testing the application from the first playable to the Code Release stage.
* Performed the hopper test to perform stress testing on the game application.
* Upload the applications to different carriers like Vodafone, airtel, idea, Reliance Local, 3-Italy, O2 UK, and all international networks through MCP (Master Content Provider) of our internal web portal.

### ****Education****

**Bachelor of TECHNOLOGY in Computer Science**
JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY, India | 2008

### ****AWARDS & RECOGNITIONS****

* STAR AWARD for Excellence in Business Analysis in TCS(HUMANA) – 2022, 2023
* Best Team lead Award for Outstanding Team Collaboration HUMANA – 2023 (Published in Humana Magzine Aug 2023)

### ****Certifications****

* Certified PEGA BUSINESS ANALYST (CPBA)
* Certified PEGA System Analyst(CSA)
* ISTQB Foundation Certificate