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| Aakanksha Katarni  Senior Quality Assurance Analyst  **Security Clearance – Reliability Level** | akatarni24@gmail.com • 514-909-9988  [LinkedIn](https://www.linkedin.com/in/aakanksha-katarni-b3965033/) • Ottawa, Ontario, Canada |

Highly accomplished and results-driven Senior Quality Assurance Analyst with over a decade of experience in ensuring highest standards of product quality through testing, analysis, and process improvement. Expertise in designing and implementing comprehensive test plans, strategies, and methodologies to drive testing cycles and deliverables. Proven track record in leading cross-functional teams to achieve project milestones and quality objectives within stringent timelines. Skilled in identifying and documenting defects with precision and clarity using industry-standard tools and methodologies. Strong analytical skills to interpret complex requirements and translate into test cases. Proficient in utilizing automated testing tools and frameworks to streamline testing processes and enhance product reliability. Demonstrated ability to collaborate effectively with stakeholders at all levels to achieve organizational goals and deliver superior quality products.

**Areas of Expertise**

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| * Database Testing & Tools * Software Testing & Automation * Healthcare Domain Knowledge * Quality Assurance Methodologies | * Software Development Lifecycle * Quality Assurance & Cost Control * Continuous Process Improvement * Team Leadership & Enhancement | * Data Analysis & Reporting * Risk Assessment & Mitigation * Cross-functional Collaboration * Regulatory Compliance & Standards |

**Technical Proficiencies**

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| Programming Languages: | SQL, PL/SQL, XML, Web Services, Maria DB |
| Databases: | Oracle SQL developer, MSSQL 2005, 2008,2012 |
| Hardware Simulating Software:  QA Supporting Tools:  Configuration Tools: | Matlab,VHDL,Verilog,Digital Signal Processing  SOAPUI, Test Link, JIRA, SAUCE LABS,Bugzilla,Gherkin,Sahi,Test Rail, Fiddler, MS SharePoint, Kataloon, Confluence, Team Foundation Server, Key Explorer, Q Test, Rally,TestTrack,Trello, Test & Feedback  Jenkins,Hudson,SVN,CodeBeamer, Azure DevOps |

**Professional Experience**

**Creative Information Technology, Inc. (CITI), Ottawa, Canada 2020 – Present**

Quality Analyst (Data), HealthCare (DRIS, FFX & Identity Management System)

Develop and execute complex SQL queries to analyze healthcare databases, extracting pertinent financial data for client systems. Ensure cross-browser compatibility and optimal performance of web applications, conducting comprehensive evaluations and responsive testing. Facilitate go/no-go decisions and release management activities for seamless deployment of system updates and new features. Perform in-depth impact analysis on change requests during project execution to identify and mitigate risks. Analyze healthcare provider data, including administrative and CMS claims data, to ensure accurate data structure transformation and adherence to operating rules. Preprocess and clean EMR application data, converting it into compatible formats for analysis.

* Improved software delivery timelines by collaborating with cross-functional teams to resolve defects promptly.
* Reduced issue-related delays by focusing on early detection through meticulously constructed test scenarios.
* Coordinated with DevOps and development teams to ensure smooth integration of quality checks within the CI/CD workflows, reducing build and deployment failures.
* Conducted functional, integration, and regression testing for MS Dynamics 365 CRM modules, ensuring seamless performance and user experience.
* Extracted and validated healthcare administrative data, ensuring accuracy and integrity in data quality profiles.
* Drove quality improvement initiatives by performing trend analysis/obtaining sign-off on test plans and use cases.
* Streamlined operations by developing process flows and workflows, improved efficiency across financial departments.

**Zimmer Biomet, Montreal, Canada 2019 – 2020**

Quality Assurance Analyst

Managed product risks including DFMEA, UFMEA, and PFMEA as part of quality assurance process. Oversaw design of ROSA Knee, a surgical robotic system for Total Knee Arthroplasty, ensuring adherence to FDA Design Controls under Quality Management System (ISO-13485). Ensured products met compliance standards with 21 CFR Part 820 and ISO 13485, alongside customer specifications. Conducted verification and validation of products, which included defining protocols and executing effectively. Designed and maintained quality documentation throughout product development lifecycle. Specialized in Design Inputs/Outputs, Risk Management, Verification and Validation, and Design Traceability Matrix, contributing to highest standards of product quality and safety.

* Managed design and test quality documentation, ensuring thorough development and traceability of products.
* Maintained rigorous compliance with regulatory standards, safeguarding product integrity and company reputation.
* Identified inefficiencies and implemented streamlined processes, resulting in increased productivity and elevated quality of deliverables.
* Performed detailed analyses of returned customer parts, driving significant Corrective and Preventative Action (CAPA) improvements.
* Verified and validated virtual planning software and patient-specific instruments for knee replacement surgeries, enhancing surgical precision and outcomes.

**Creative Information Technology, Inc. (CITI), Pennsylvania, PA 2016 – 2019**

Quality Assurance Analyst (Data), Contractor at SUNRx (MedImpact)

Analyzed system requirements and ensured compliance with PBM regulations and CMS guidance as a Quality Assurance Analyst. Developed and executed quality assurance procedures, contributing to organization's quality improvement initiatives. Conducted thorough tests on high volumes of data across various projects, utilizing biometric software application manageID® and HealthCare system Integration Buddy. Monitored quality and compliance review projects, formulating quality review procedures and meticulously documenting test results. Collaborated with cross-functional teams to evaluate PBM services, implement corrective action plans, and maintain open communication with internal and external stakeholders regarding quality and compliance policies.

* Responded to quality and compliance inquiries, reinforcing organization's commitment to excellence.
* Conducted evaluations and audits of PBM services, leading to development of corrective action plans.
* Executed comprehensive testing and compliance reviews, ensuring deliverables met expected quality levels.
* Implemented quality assurance procedures that aligned with Med Impact's standards and CMS requirements.
* Played a key role in fostering collaborative environment, emphasized quality throughout development lifecycle.

**Creative Information Technology, Inc. (CITI), Virginia, VA 2013 – 2016**

Quality Assurance Analyst (Data), HealthCare (Integration Buddy) & Identity Management System

Assessed system requirements and performed comprehensive testing for biometric software applications, including manageID® and HealthCare system Integration Buddy. Developed detailed test cases for API endpoints, ensuring full functionality coverage, data integrity, and proper error handling. Conducted extensive compatibility testing across various biometric hardware and software configurations, adhering to NIST standards for PIV Credentialing solutions. Executed functional, load, regression, integration, performance, and end-to-end testing, maintaining meticulous documentation of test plans, cases, scripts, and data. Collaborated with development teams to refine and troubleshoot web services, utilizing tools like SoapUI and KeyStore Explorer to simulate production environments.

* Provided essential project support, contributing to on-time delivery of critical tasks.
* Developed and executed SAHI automated test scripts, increasing testing efficiency and coverage.
* Documented software defects in Bugzilla, enhancing quality of deliverables and facilitating defect resolution.
* Reduced false identification rates in biometric software by evaluating algorithm accuracy with simulated data.
* Executed acceptance criteria for user stories using Gherkin, ensuring clear communication of requirements and expectations.

**Vodafone, New York, NY** **2012 – 2013**

Network Support Data, Quality Assurance Analyst

Configured and maintained telecommunications network infrastructure, ensuring robust performance and reliability. Developed comprehensive installation and troubleshooting procedures to address communication issues, contributing to system optimization. Enhanced QA documentation, streamlining testing protocols to promote consistency and efficiency. Generated insightful analysis reports utilizing SQL Server and Excel pivot tables, aiding in data-driven decision-making. Conducted meticulous UI testing across various devices and browsers, coupled with thorough API response validation to ensure seamless user experience and system integrity.

* Standardized QA documentation, significantly reducing time and costs associated with testing.
* Generated automated analysis reports, improving accuracy and accessibility of data analysis.
* Conducted comprehensive UI and API testing, ensuring compatibility and functionality across platforms.

**Key Projects**

**Crime Scene Investigation Project:**

* Successfully integrated biometric software with third-party hardware components to capture biometrics including face, fingerprints, iris, and voice, ensuring seamless functionality and accuracy.

**Detainee Management Project:**

* Ensured accurate cataloguing of matching in system through rigorous functional testing of Algorithm application.

**SaaS Projects:**

* Successfully segregated data entry for two distinct SaaS projects on a unified platform to meet specific client needs, utilizing custom scripts and code.

**Voluntary Immigration Program:**

* Developed and executed robust testing scenarios using third-party tools such as SoapUI to simulate production environment, ensuring seamless integration of diverse applications.

**Education**

Master in Electrical Engineering | University of Bridgeport, Bridgeport, CT

Bachelor of Technology in Electronics & Communications Engineering | JNT University, Telangana, India

**Certifications & Trainings**

ISTQB Certified | Certified Scrum Master | APEGS (Engineer-In-Training)