

PARUL DHINGRA

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Senior Quality Analyst | QA Lead | Test Manager

PROFESSIONAL SUMMARY

Results-driven Senior Quality Analyst with 13+ years of experience in software testing, test automation, and QA leadership for enterprise-scale government healthcare systems. Proven track record leading QA teams, designing comprehensive test strategies, and ensuring regulatory compliance across Medicaid, SNAP, TANF, and Child Support programs. Expert in API/interface testing, batch processing validation, mainframe-to-cloud migrations, and Section 508 accessibility. Strong background in Agile/Scrum methodologies with hands-on experience in Selenium WebDriver automation and CI/CD integration.

CORE COMPETENCIES

- Test Strategy & Planning
 - Test Automation (Selenium)
 - API & Interface Testing
 - Database Testing (SQL)
- Team Leadership & Mentoring
 - Agile/Scrum Methodologies
 - CI/CD & Azure DevOps
 - Defect Management (JIRA)
- Section 508 Accessibility
 - Mainframe/Cloud Migration
 - EDI/834 Transaction Testing
 - UAT Coordination

TECHNICAL SKILLS

Test Management: JIRA, Azure DevOps (TFS/MTM), Confluence, JAMA, HP ALM/Quality Center, TopTeam

Automation & Tools: Selenium WebDriver, TestNG, JUnit, Postman (API Testing), WebMethods

Databases & Query: SQL Server, Oracle, MySQL | Advanced SQL for data validation & backend testing

Programming: Java, JavaScript, HTML/CSS, SQL scripting

CI/CD & DevOps: Azure DevOps Pipelines, Git version control, Agile/Scrum workflows

Platforms & Protocols: Windows, Linux/Unix (Putty), SFTP (WinSCP), FileNet, EDI X12 (834/837)

PROFESSIONAL EXPERIENCE

DELOITTE

Mechanicsburg, PA | April 2012 – Present (13+ Years)

Senior Quality Analyst | Pennsylvania DHS Client Information System (CIS)

February 2025 – Present

Enterprise benefits platform supporting Medicaid, TANF, SNAP, LIHEAP across COMPASS portal, eCIS (.NET), CIS Mainframe, and myCOMPASS mobile app.

- Lead batch processing migration testing from mainframe to open system platforms, ensuring data integrity across eligibility, benefits, and issuance modules
- Design and execute test scenarios for API interfaces, batch jobs, and automated workflows; validate file formats and data mapping per integration contracts
- Execute complex SQL queries to validate backend data integrity; review batch schedules and dependencies for accurate test execution
- Collaborate with cross-functional teams (UAT, BAs, developers) to resolve defects and ensure quality deliverables on schedule

Quality Analyst / Test Lead | Pennsylvania Child Support (ePACSES)

April 2021 – February 2025

Statewide child support enforcement system migration from legacy mainframe to modern ePACSES platform.

- Led batch validation training for QA team; mentored testers on test scenario development and Azure DevOps best practices

- Developed test scripts for Tech Refresh 2.1 migration of Financial module; executed Azure test scenarios and cloud migration validation
- Designed test cases in Microsoft Test Manager (MTM)/TFS across Co-Browsing, CSWS, PTS, and ePACES applications
- Created interface files, executed batch validations, and performed end-to-end System Acceptance Testing

Quality Analyst | Louisiana Department of Health (Medicaid)

February 2019 – December 2020

- Developed test scripts for Security Module enhancements; executed test cases and tracked defects in JIRA with detailed reporting
- Performed Section 508 accessibility testing ensuring ADA compliance for all citizen-facing interfaces
- Managed SFTP file transfers via WinSCP; validated data integration between healthcare systems using Putty and SQL queries

Quality Analyst | Illinois Integrated Eligibility System (IES/ABE)

March 2016 – February 2019

- Subject matter expert in Eligibility determination rules for SNAP, Cash, and Medical programs including overpayment calculations
- Executed third-party API integration testing; validated data transformation using SQL queries at each critical step
- Ensured Section 508 accessibility compliance for citizen-facing screens using w3validator and WAT tools

QA Lead / Tester | Connecticut Integrated Eligibility System (CT-Impact)

April 2015 – February 2016 | Lake Mary, FL

- **Led a team of 5 QA resources; trained team on application functionality, testing tools, and best practices**
- Served as functional reviewer for eligibility rules (SNAP, Cash, Medical) on application development team
- Developed and executed automated test scripts using Selenium WebDriver with Java; performed cross-browser testing

Tester | Maryland Health Benefits Exchange (MD HIX)

August 2014 – December 2014

- Tested EDI 834 Benefit Enrollment and Maintenance interface for health insurance enrollment transactions
- Coordinated UAT activities; employed test-to-break methodology ensuring comprehensive test coverage

Tester | Pennsylvania Workers' Compensation (WCAIS)

December 2012 – January 2014

- Performed EDI (Electronic Data Interchange) testing for claims processing using Software AG Designer; validated X12 transactions
- Executed cross-browser testing (IE, Chrome, Firefox, Safari, iPad); delivered training on report testing best practices

J2EE/Java Developer | Washington Health Benefit Exchange (WAHBE)

April 2012 – November 2012

- Developed ADA-compliant web interfaces using Java, JSP, JavaScript, HTML/CSS; implemented batch job processing
- Utilized Hibernate ORM for database operations; implemented JUnit tests with SONAR code coverage analysis

EDUCATION

Bachelor of Technology (B.Tech) in Computer Science

Kurukshetra University, India

PROFESSIONAL TRAINING

- Selenium WebDriver Test Automation – Private Training Program
- HP QTP/UFT Automation Testing Training
- Azure DevOps & CI/CD Pipeline Configuration