**Jeremy Fedorchak**

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**QA/BA ANALYST**

**Develop, Test, and Document Analytics, Identifying
Areas of Improvement for Businesses**

QA/BA Analyst with 6 years of experience with full system development life cycle experience including writing business requirements, test cases, and plans. Implemented and created QA test cases to verify process changes and end to end testing for new processes. Collaborate with business and programmers to resolve any testing issues or changes that are needed.

**Technical Skills**

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| **Languages:**  | Java, JavaScript, Cobol, CICS, DB2, SQL, Blue Prism |
| **Platforms:**  | Microsoft Windows 10, AS400, WebSphere, vSphere, Azure DevOps |
| **Applications:**  | Java, Cobol, Blue Prism, CICS, Visio,Tosca |

**Professional Experience**

**Berkshire Hathaway guard insurance,** Wilkes Barre, PA 2023-2025

**QA/BA ANALYST** 2023-2025

Created multiple business requirements along with test cases for multiple lines of business to support our claims system. Researched and resolved any help desk tickets that were submitted by the business units. Responsible for

deploying any changes through the development life cycle.

* Completed testing on a new line of business the was implemented which included intake of claims, payments,

billing, documents, and reporting.

* Completed testing for the generic claim intake system which allows claims to be added by coverage

instead of line of business which will allow more efficient ways to add product lines when needed.

* Responsible for setting and verifying permissions which are required for access to the system.
* Responsible for changing and adding reserve, payment, and settlement limits required for claim adjustors.

**MetLife**, Scranton, PA 2011 – 2023

**Digital Automation Engineer II 2018 – 2023**

Completed multiple configuration processes and required documentation in claims and billing areas, using Blue Prism automation software. Requested required virtual desktops along with access and verification of applications used in process. Compiled analytics on processes and adjusted resources based on volume and processing times.

* Implemented process to close outstanding checks, meeting compliance and due diligence for all states prior to escheating to state.
* Instituted return-to-work (RTW) process, using robo call vendor to initiate RTW confirmation, create tasks in claims system, and allow specialists more time to focus on customers.
* Verified business objects used for Internet Explorer (IE) worked correctly in Edge; modified configuration and business objects, ensuring applications functioned properly, leading to SLAs being met.
* Identified how many VDIs needed provisioning based on volume and processing time, determined through testing, and sharing of analytics with business partners and project leads.
* Ensured SLAs for assigned projects met processing requirements by working with businesses to generate reports, set up production schedules, and verify completed outputs.
* Created regression testing plans and reported / corrected differences, supporting Blue Prism upgrades.

**Education and Training**

**Bachelor of Science (BS)**, Computers and Info Systems, King’s College, Wilkes Barre, PA

Blue Prism Foundation Training, Blue Prism Instructor

Agile Training (Leading SAFe, SAFe for Teams), MetLife Lean-Agile Leader

 Tosca AS1 Certification