

MR.GUTHA RAMU

QA ENGINEER & BUSINESS PROFESSIONAL

CONTACT

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Location:

Cyprus

OBJECTIVE

A highly skilled and results-driven professional with extensive experience in managing clinic operations and pharmacy software, specializing in maintaining strict confidentiality of patient information, appointment management, customer service, and billing. Adept at implementing efficient workflows to optimize healthcare operations while ensuring privacy standards are met. Equipped with a strong technical background in software testing and quality assurance, eager to leverage these skills in a challenging role within the medical field in Cyprus.

SKILLS

Customer Service

Billing Tools

Analytics

Communication

Creativity

Strategic thinking

KEY SKILLS

Clinic Operations Management: Overseeing day-to-day clinic functions, ensuring smooth patient interaction, appointment scheduling, and patient communication.

Pharmacy Software Management: Proficient in managing billing and stock software (e.g., Profitmaker) to maintain accurate records and transactions.

Patient Confidentiality: Strong commitment to ensuring patient privacy and confidentiality, adhering to medical data protection regulations.

Appointment Management: Efficiently scheduling and coordinating patient appointments, ensuring optimal time management.

Customer Service: Providing excellent service to patients, addressing inquiries, and ensuring a positive healthcare experience.

Billing & Financial Record Keeping: Managing and tracking pharmacy billing systems, including stock control, sales, and customer accounts.

Software Testing & QA: Proficient in manual testing, bug tracking, and documentation using tools like Jira and Quality Center.

EDUCATION

BTech In Computer Science

Annamalai University,
Chennai

2015 to 2018

Diploma in Mechanics

Vinayaka Missions University,
Salem Chennai

2012 to 2015

SSC - 10th

Pragathi Model School,
Khammam

2011 - 2012

Technical Skills:

Software Testing: Manual testing, bug tracking, Quality Center, Jira

Medical Software: Profitmaker, Pharmacy billing systems

Microsoft Office Suite: Word, Excel, PowerPoint

Data Security: Medical confidentiality standards, HIPAA compliance

WORK EXPERIENCE

QA Engineer

GN Technological Services | 12-Nov-2018 to 10-Jan-2023

Roles & Responsibilities:

- Created tests to identify software problems and improve system functionality.
- Analyzed bugs and errors found during tests and documented results for the development team.
- Provided recommendations to enhance the user experience and optimize software performance.
- Conducted research on competitor products and maintained knowledge of industry trends.
- Ensured that software solutions met quality standards and were aligned with client expectations.

Achievements:

- Developed manual test plans and test cases, including component integration testing, UI/database validation, and regression testing using Quality Center and Jira.
- Delivered engaging presentations, showcasing testing processes and software improvements, with a focus on quality and efficiency.

BUSINESS EXPERIENCE

Managing Partner

Clinic and Pharmacy Store, India | Ongoing

Roles & Responsibilities:

- Managed all aspects of clinic operations, including patient interaction, appointment scheduling, and maintaining confidentiality of medical records.
- Oversaw pharmacy operations, ensuring proper stock management, customer service, and accurate billing.
- Maintained and updated pharmacy billing software (Profitmaker) for effective record-keeping and seamless transactions.
- Ensured compliance with health and safety regulations and handled confidential medical information with care.

HOBBIES & INTERESTS:

- Travelling.
- Listening to Music

Date:

Signature