

Insurance

Case Study

Carried out manual and automated validation of application

Client Overview

Pacific Life Insurance Company is a renowned provider of life insurance, annuities, and mutual funds, with its headquarters situated in Newport Beach, California. Established in 1868, Pacific Life boasts a rich legacy of financial stability and exceptional customer service. The company offers a diverse portfolio of insurance and investment products tailored to meet the evolving needs of its clients.

Pacific Life Insurance Company is a U.S.-based Fortune 500 life insurance and financial services provider, offering life insurance, annuities, and retirement solutions. Headquartered in Newport Beach, California, it is known for its financial stability and customized insurance products.

Project Overview

- Required reliable testing for Salesforce and EIS-based insurance systems
- Faced challenges with accuracy, compliance, and usability across products

Our solution

- Performed end-to-end manual and automation testing
- Implemented API automation in all required areas to ensure comprehensive test coverage
- Managed end to end test planning, execution, and defect tracking using JIRA/ADO
- Ensured alignment with business goals through close stakeholder collaboration

Scope of work

- **Quality Assurance:** Manual & automation testing of insurance modules
- **Integration & Collaboration:** Cross-team coordination for smooth delivery
- **Test Management:** Test planning, execution, and reporting

Key Deliverables

- Delivered high-quality test results through effective task prioritization, mentorship, and on-time project execution
- Conducted manual and automation testing to validate functionality, usability, and performance of insurance applications
- Executed end-to-end testing for a wide range of major products, including Dental, Vision, TL, Supplemental Health, and Disability products, reporting numerous enhancement requests to make systems more reliable and user-friendly
- Developed a Python Selenium automation framework from scratch based on client requirements, ensuring scalability and reusability to support both regression testing and data creation efforts
- Coordinated testing activities across multiple projects, ensuring smooth collaboration between teams and stakeholders
- Mentored team members to enhance technical skills and testing practices, improving overall team efficiency

- Partnered with product managers, developers, and stakeholders to gather requirements, resolve issues, and align with business goals
- Executed test cases, defect tracking, and reporting using JIRA and Azure DevOps (ADO)

Technologies / Tools Used

Salesforce development, EIS, Broker Portal, Employee Portal, Employer Portal, Python, Selenium, IntelliJ, Postman

- Developed a scalable and reusable Python-Selenium hybrid framework tailored to client requirements, streamlining data handling, notifications, file operations, API, and UI testing—significantly enhancing automation efficiency and maintainability and reducing manual effort

Impact / Results

- Delivered high-quality, on-time testing that improved reliability and user-friendliness of major insurance products
- Implemented a Python Selenium framework that reduced manual testing effort, enabled reusable automation, and supported both data creation and regression testing
- Mentored the team and coordinated across projects, improving efficiency and stakeholder confidence in releases

T H A N K Y O U



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