Kiran Kumar Puli

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| Career Objective | To strive for challenging career and explore technical skills and potentials for the organization as well as increasing my knowledge and utilizing my skills in the best possible way. |
| Experience | Having 2 years of IT experience as software Engineer. Marketing cloud, Commerce cloud, Software testing Currently working as Sr Analyst at Capgemini Technology Services India Limited.  **From March 2021 to till date.** |
| Certifications | Agile Software Development, Building Test Automation Framework Using Selenium & TestNG  Start Your API Testing Journey with Postman Tool. |
| Skills | Cloud: Marketing Cloud, Commerce Cloud, SQL, Sales cloud(surveys), selenium web driver, Salesforce Configuration, Functional Testing, Regression testing, System testing, testcase Development, Defect Management, Software development life cycle (SDLC).  Operating Systems: Windows.  Tools: Jira, ALM, Marketing cloud Sandbox, Commerce cloud sandbox, Eclipse. |
| Roles | Salesforce QA |
| Responsibilities | * Reviewing and analyzing Business requirements and Functional Specifications. * Developing and executing test planning and testcases based on requirements. * Preforming software testing, functional testing , regression testing , User acceptance testing(support) and system testing of salesforce application. * Identifying and reporting defects and tracking them through resolution. * Collaborating with developers, business analyst, and other stakeholders to ensure the quality of the salesforce solution. * Ensuring the Integrity, accuracy, and Security of the data in salesforce. * Collecting data and providing detailed analysis to help the development team improve the efficiency of the application. * Understanding the project application, its architecture, and different functionalities. * Worked the Promotions & able to create new Promotions code & Discount Coupons. * Running the dashboards & reports able to save & exporting, editing as per Columns   Requirement & Scheduling the Reports.   * I can be able to Manage the payment terms of order Invoice due dates. * Have good Knowledge on salesforce fields, record types, searching, list views, queues, reports, and dashboards. * Able to Create Surveys questions & Email templates for the Customers. * Monitoring the Survey Invitations for that Particular Survey. * As an Admin able to login into Different Profiles & Able to change the Permissions sets for that Particular profile. * Involved in the Sprint Planning Meetings, Sprint Review Meeting and Sprint Retrospective meetings. * Performed Regression Testing and System Integration Testing. * Marketing Cloud: In Journey Builder able to view the logic of the flow, so I can identify how each stage of customer journey has Performed, along with the customer responses. * Marketing Cloud: In Content Builder able to view the consolidate images, documents, and content in a single location for use in the Marketing Cloud. This is what you use to create the template/spiels. * Marketing Cloud: In Analytics Build I can Run reports where you can assess the behavior of your channels so you can set your marketing goals and journey. * Able to create the data extensions & able to export the data extension report. * Able to create the leads in salesforce (sales cloud) create a report for leads &able to import the report in the Marketing Cloud(interactions). * Good Knowledge with the Structured Query Language. * Good Experience in Test Execution SAT SIT Testcases and reporting defects in Jira & ALM (Application Lifecycle management) * Good Experience in Automation Testing with Selenium java & Web Application Testing Using selenium Web driver. |
| Project | **PROJECT-1:**  **Title:** Asahi+ (commerce app)  **Client**: Australia  **Environment**: Commerce Cloud Sandbox, community page.  **Role**: Salesforce QA/ QA manual  **Tools:** Sandbox, Jira, Application Lifecycle Management.  **Description**: This project intends on delivering a digital channel to establish a unified shopping experience storefront to sell alcohol, soft drinks and coffee targeting 40-80k cafes and restaurants, create a single customer experience instead of disaggregated Customer experience for your B2B customers. This project will help create a green field Salesforce B2B Commerce cloud enabled by a multi-beverage strategy driving overall Asahi group B2B revenue.  **Project-2:**  **Title**: Project cloud sales Expansion.  **Client:** PLDT (Philippine Long Distance Telephone Company).  **Environment:** Marketing cloud, sales cloud.  **Role**: Salesforce QA  **Tools**: Sandboxes, Jira.  **Description**: Cloud Sales expansion for new connects for PLDT Home Wireline segment. After sales for products & offering will be maintained as per current business process & applications.  Lead Capturing from Website. Redirection to Customer Community Guest access page when Customer clicks on the Product in PLDT Home Website’s branding page. Campaign Creation to engage the Abandon Leads via Email & SMS. |
| Education | Bachelor of Technology in Information Technology engineering from MVGR College of engineering with an aggregate of 7.58% |
| Profile Address | DOB: March 1st, 1999  Address: Dr. No: 1-87-4/1, Contonment Street, Payakaraopeta, Anakapalle, Andhra Pradesh, 531126. |
| Declaration | I hereby declare that above furnished information is true to the best of my knowledge and if given a chance, will render my faithful services to the organization |
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Date: May 13th, 2023

Place: Bangalore

Kiran Kumar Puli.