**Kapil Agarwal**

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Total Experience 8.0 years

Relevant Experience as Software Analyst 8.0 years

**Currently working for PI Softek (Salesforce Marketing Cloud Project SFMC, Excattarget.com) from 2016.**

**Certification -** **Salesforce Certified Marketing Cloud Email Specialist**

**Certification -** **Salesforce Certified Marketing Cloud Consultant**

**EXPERIENCE SUMMARY:**

* Total 7+ years of experience in Manual software quality testing, Consultant and SF Implementation.
* Experience of working with multi-cultural and geographically disparate teams.
* Highly customer focused attitude, sense of ownership, responsibility & teamwork.
* Understanding of SDLC (Software Development Life Cycle) and STLC (Software Testing Life Cycle).
* Well versed with Test Execution, Bug Reporting.
* Experience of working in tight deadlines.
* Experience in manual testing methodologies, agile methodology.
* Involved in test planning, test execution and test report creation of web based applications
* Experience in varied domains like HRMS, Exact target Marketing domain, salesforce Integration and IT.
* **Worked on different modules in Salesforce Marketing cloud exacttarget : Contact management, Journey Builder, Automation studio, Email app, Content Builder – Emails management , Mobile connect and Mobile Push apps , Campaign App, Salesforce Integration(Version 5 , Version 2, Data Sync and JBINT) and multi org integration in Salesforce Marketing domain , AMPScript in emails, Litmus Preview , Audience Builder, Cloud Pages.**
* Excellent communication skills and ability to work effectively and efficiently in teams and individually.

**TECHNICAL SKILLS:**

* Languages Known: HTML, CSS, AMPScript (Basics).
* Tools: GUS Salesforce Ticket managing tool, Salesforce Executing Test Cases tool qTest, STLC, JIRA, Advanced REST Client, Data base for fetching queries only, POSTMAN.
* O/S : Windows(XP,7,10) , Mac
* Worked on Agile Methodology

**EDUCATION:**

* Class **Xth** from C.B.S.E Board, Hapur in 2001.
* Class **XIIth** from C.B.S.E Board, Hapur in 2003.
* B.Com from Delhi University, Delhi in 2006.
* **MCA** from Invertis Institute of Mgt. Studies, Bareilly in 2009.

**Employer Name:**

1. PI Softek Pvt. Ltd. ( Client Sales Force Marketing Cloud : Exacttarget marketing cloud ) ( Nov 2016 to Present )
2. ITCONS e-Solutions Pvt. Ltd., Noida.

**PROFESSIONAL EXPERIENCE:**

***Testing Engineer, Implementation Analyst***

*PI Softek Pvt. Ltd., Noida*

**Client: Sales-Force Marketing Cloud, Exact Target**

**Project Details:**

Salesforce Marketing Cloud helps to connect to your customers with email, mobile, social, Web experiences and advertising. Salesforce Marketing Cloud is a provider of digital marketing automation and analytics software and services.

**Roles and Responsibilities:**

* Creating Journey, Automation Journey, Emails according to Client requirements.
* Creating Mobile Connect and Push messages, Configuring accounts for clients.
* Test case Execution and Performing Regression Testing
* Responsible for writing the test cases and updating the existing test cases.
* User story Review, Preparing Test Cases.
* Integrating SFMC accounts with salesforce marketing cloud connect.
* DTU testing
* STRAP Testing
* Responsible for smoke test execution for Releases.
* GDPR compliance testing for different channels.
* Defect logging and verification.
* Responsible for creating Investigations.
* Support for Major and Minor releases of exacttarget.
* New DB validation tests.
* **Environment:**  sparkred JIRA 6.4 , Manage Exact-target , GUS Salesforce Ticket managing tool, Salesforce Executing Test Cases tool qTest , Advanced REST Client , Data base for fetching queries only and GDPR.

***Testing Engineer***

*ITCONS e-Solutions Pvt. Ltd.*

**Client: ITCONS, Reliance and Sharekhan**

**Project Details:**

**Salesforce Marketing Cloud** helps to connect to your customers with email, mobile, social, Web experiences and advertising. Salesforce Marketing Cloud is a provider of digital marketing automation and analytics software and services.

**Roles and Responsibilities:**

* Test case Execution and Performing Regression Testing
* Responsible for writing the test cases and updating the existing test cases.
* Executed test cases manually to verify the expected results.
* SRS Review, Preparing Test Cases.
* Defect Logging and verification.
* Responsible for ADHOC testing.

**Project Details:**

**Recruit Plus-Talent Management Suite** provides a complete end to end solution for pre-employment Talent management; this can further be integrated with any HRMS to provide a complete solution for pre and post-employment resource management. In other words, it’s Recruitment ERP.

**Roles and Responsibilities:**

* Test case Execution and Performing Regression Testing
* Responsible for writing the test cases and updating the existing test cases.
* Executed test cases manually to verify the expected results.
* SRS Review, Preparing Test Cases.
* Defect Logging and verification.

**ATS (Applicant Tracking System)**

***Testing Engineer***

*ITCONS e-Solutions Pvt. Ltd.*

**Project Details:**

Module is developed for any Recruitment agency/Company to manage the internal candidate database and the workflow for recruitment process.

**Roles and Responsibilities:**

* Test case Execution and Performing Regression Testing
* Responsible for updating the existing test cases.
* Executed test cases manually to verify the expected results.
* SRS Review, Preparing Test Cases.
* Defect Logging and verification.

**RMS (Resource Management System)**

***Testing Engineer***

*ITCONS e-Solutions Pvt. Ltd.*

**Project Details:**

Resource Management System (a job search engine) is a website that facilitates job hunting. Users can typically deposit their resumes and submit them to potential employers, while employers can post job ads and search for potential employees.

**Roles and Responsibilities:**

* Test case Execution and Performing Regression Testing
* Responsible for writing the test cases and updating the existing test cases.
* Executed test cases manually to verify the expected results.
* SRS Review, Preparing Test Cases.
* Defect Logging and verification.

**Environment:** BugZilla

***Resume Parser***

***Testing Engineer***

*ITCONS e-Solutions Pvt. Ltd*

**Client: Reliance**

**Project Details:**

**Resume Parser** is a window based application and allows user to parse bulk resumes from file folder in one click. Supported formats are .doc, .docx, .rtf, .pdf, .html and .txt. It also parses the candidate resumes directly from MS-Outlook. It manages the duplicate resumes and allows users to perform action.

**Roles and Responsibilities:**

* Test case Execution and Performing Regression Testing
* Responsible for writing the test cases and updating the existing test cases.
* Executed test cases manually to verify the expected results.
* SRS Review, Preparing Test Cases.
* Defect Logging and verification.