

MULAPALLI AKHIL

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SUMMARY

Dedicated professional with 2.5+ years of experience as a Mobility Lead at Virtusa, managing employee travel logistics and enhancing operations using Zoho CRM. Proficient in Excel, Zoho, and communication. Quick to adapt and committed to delivering efficient solutions in challenging environments.

EDUCATION

M.B.A in Tourism and Travel Management IITM College, Nellore (JNTU University)	2019 – 2021
B.B.A in Tourism and Travel Management IITM College, Nellore (JNTU University)	2016 – 2019

PROJECTS

E-commerce Automation using Selenium <i>Personal Project</i>	2024
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- Developed a Java-based Selenium automation script to search and add an iPhone 15 Pro Max to the Flipkart cart.
- Automated search, window handling, product selection, and cart interaction using ChromeDriver.
- Improved efficiency by extracting product data using class-based selectors and XPath.

Atlassian Jira Project Management <i>Agile Collaboration Tool</i>	2024
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- Managed project tasks, sprint planning, and bug tracking using Jira.
- Created and customized workflows, dashboards, and reports to support Agile methodologies.
- Ensured smooth team collaboration by organizing epics, stories, and backlog grooming.

EXPERIENCE

Mobility Lead <i>Virtusa</i>	June 2022 – December 2024
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- Led travel logistics operations, handling over 500 requests monthly with 100% compliance.
- Maintained and updated travel data using Zoho CRM, improving process efficiency.
- Reduced travel expenses by 20% through vendor negotiations and strategic planning.
- Streamlined Zoho CRM data entry workflows, saving 15 hours/month.
- Enhanced team satisfaction with a 30% increase in positive travel service feedback.

SKILLS

CRM Tools	Zoho CRM, Zoho Workdrive
Productivity	MS Excel, DEO Operations, Mail Validation
Soft Skills	Communication, Adaptability, Work Ethic
Programming Languages	java(intermediate)
Testing Tools	Selenium,jira

CERTIFICATIONS

Software Testing Certification – Apponix Academy

Covered SDLC, STLC, QA/QC, Bug Life Cycle, Functional/Non-functional testing, Agile methods, Test Plans, and documentation.