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| **Rishi Muchhala** |
| 800 W 5th St, Austin, TX, 78703 | rishimuchhala@outlook.com | (956) 337-7600 |
| **Education**  |
| **Gettysburg College** | **Aug 2013−May 2017** |
| **Bachelor of Business Administration | BBA** | **Gettysburg, PA** |
| * **Major/Minor**: | Major: Business Administration | Minor: Economics
* **Salesforce**: | Salesforce Certified Administrator | Business Administration Specialist | Database Automations
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| **Professional Experience­­** |  |
| **JSS Group (CRM Administrator)****Salesforce Administrator: Tech.** * Administer, automate, & implement: all user-admin related functions within our database / CRM
* Develop/improve/maintain: workflows, reports/dashboards, process builders, time-based triggers/email-alters and templates, validation rules, user engagements, data sets, system configurations, and more.
* Establish relationships / partner with stakeholders to create effective Salesforce solutions
* Lead / support all end users and external clients in user stories (documenting / impact analysis)
* Provide technical/operational expertise to colleagues, related to our database, accordingly

**JSS Group (Intern)** | **June 2017–Present** **Austin, TX****June 2016−August 2016** |
| **Summer Intern: Sales**  | **Austin, TX** |
| * Schedule / book meetings and demonstrations for sales directors / upper-level management via sales calls
* Assisted with expanding the firm’s database / building rapport with potential clients for future business
* Conducted research and contributed to key administrative tasks (CRM: data loader, account maintenance, etc.)
* Maintained and reviewed databases for the use of JSS’ quarterly and yearly reports
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| **Rio SEO (Intern)** | **June 2015−Aug 2015** |
| **Summer Intern: Business Development**  | **San Diego, CA** |
| * Provided extensive support to the daily operations of the firm’s Business Development department
* Supported internal/external firm hosted events, conferences, seminars, charity events, etc.
* Coordinated invitations/RSVP lists, preparing/editing presentations, collaborating with team members accordingly
* Organized sponsorship/membership opportunities (arranging payments, monitoring deadlines)
* Assisted with the preparation/execution of pitch materials & presentations (including proofreading, formatting, editing)
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| • Worked with Account Executive members to assist in outbound calls / administrative tasks  **Carlson & Carlson, Incorporated** **(Intern)** | **June 2014−Aug 2014** |
| **Summer Intern: Admin.** | **Greenwich, CT** |
| * Served as a Summer Intern for a full-service independent agency serving individuals and business owners throughout the United States and internationally their business administration needs
* Primary responsibilities included review, input, calculation and distribution of data and financial information
* Developed proficiency with claims administration concepts and systems
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| **Leadership**  |
| **Entrepreneurs Club – Gettysburg College** | **Jan 2017−May 2017** |
| **Vice President** | **Gettysburg, PA** |
| * Coordinated with Gettysburg College alumni to recruit mentors to serve as guest speakers (entrepreneurs/investors/industry professionals)
* Organized events for the college (such as TEDx talks, Entrepreneurship workshops, etc.)
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| **Intramural Basketball – Gettysburg College** | **Jan 2014−May 2017** |
| **Captain** | **Gettysburg, PA** |
| * Coordinated schedules between teammates to find an optimal time to play on a weekly basis
* Collect feedback from teammates and colleagues to improve the intramural league and relay the feedback to the intramural community
* Train and inspire my team to successful seasons, maintaining a winning record

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| **Skills**  |
| **CRM**: Salesforce Certified Administrator (SCA) issued by Trailhead / Salesforce.com; Annually gaining certificates - Administrator / Developer.**Technology**: Salesforce.com, DocuSign, Dropbox, Jira, Outreach, Data Loader, Zendesk, HTML, Java, Apex/Visualforce. Microsoft Office Suite**Languages**: English, (Fluent), Spanish (Conversational), Guajarati (Conversational)  |
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