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| **Rishi Muchhala** | | |
| 800 W 5th St, Austin, TX, 78703 | [rishimuchhala@outlook.com](mailto: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 | | |
| **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 | | |
| **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) | | |
| • 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 | | |
| **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.) | | |
| **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 | | |
| **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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