CHANDRA SEKHAR REDDY MUTHUMULA

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ADVANCED SALESFORCE DEVELOPER

Passionate Salesforce Developer with **4+ years** of experience in development, configuration, implementation and support, driving seamless integrations and crafting powerful and scalable solutions. A **problem-solver at heart**, with a proven track record in transforming manual processes into automation, boosting **user productivity by 30%,** and slashing **operational costs by 25%**. With expertise in **Apex, LWC, Flows and Integrations etc.**, I am committed to delivering **high-impact solutions** that elevate business efficiency while providing **top-notch technical support**. Let's innovate and push boundaries together!

SKILLS SUMMARY

- **Programming:** LWC, LDS, SLDS, Apex, HTML, CSS, Javascript, SOQL, AURA, JAVA, Python, C++
- **Frameworks/Architectures:** Flows, Governor Limits, Async Processes, REST, SOAP & BULK API, Platform Events/CDC, OAuth, SSO, Connected Apps, Streaming API, Einstein AI, Package Development, Salesforce Mobile, Data Structures & Algorithms, OOPS, System Design
- **Tools:** SFDX, Git - GitHub, Change Sets, CI/CD, SOAP UI, Postman, Apex Debug Logs, Developer Console, Lightning Debug Mode, Data Loader, Workbench, Import Wizard, Salesforce Inspector, VS Code
- **Soft Skills:** Excellent communication,People Management, Problem Solving

WORK EXPERIENCE

SALESFORCE INC   April 2023 – Present

TECHNICAL DEVELOPER SUPPORT ENGINEER   *Hyd, Telangana*

- Provided advanced technical support, resolving complex automation, reports, and performance issues using **Debug Logs, Developer Console, and Salesforce Inspector**, reducing resolution time by **30%** and saving **$500K+ annually**.
- Optimized LWC performance, improving UI responsiveness and user experience, driving a **15% increase in customer retention** and **$1M+ in revenue impact**.
- Defined and enforced **SF best practices**, leading **code reviews** to ensure high-quality, scalable solutions.
- Delivered high-quality customer support, aligning solutions with business needs, increasing satisfaction, and contributing to **$2M+ in renewals and upsells**.
- Created **LWC best practice training** and knowledge articles, reducing **recurring support requests by 20%**, saving **500+ hours annually**, and improving adoption.
- **Optimized SOQL queries and reduced governor limit hits**, reducing page load times by **50%**.
- Developed, tested, and deployed custom Apex and Lightning solutions, following best practices for **code management and debugging**.
- Integrated third-party applications via **REST/SOAP APIs and Platform Events**, ensuring smooth data flow and reducing downtime.
- **Mentored junior engineers** and collaborated with **cross-functional teams**, improving system stability and accelerating project execution.

PwC (PRICEWATERHOUSECOOPERS)   April 2021 – April 2023

SALESFORCE DEVELOPER   *Bangalore, Karnataka*

- Worked on **Mobile Development** and end-to-end development of a **Financial Services Cloud** application where a user can create and maintain **B2B** and **B2C** accounts, opt for custom auto-payments, and handle cases raised.
- Developed an **Einstein Chatbot** to interact with customers, resolve their queries, and raise cases. Automated the chatbot using SF automation tools such as **Flows** and **Process Builder**.
- **Remotely**, Designed and developed **Document Center,** where we can select the docs and attach them in emails, using **LWC** and **SLDS** to enhance the UI, which saves **45 min** by collecting and segregating all the documents (**10,000 records**) related

to a user and can be **dynamically filtered** based on the document type and the Account or Financial Account (Primary or Joint owner) to which they are linked.
- Developed dynamic and reusable custom live dashboards using **ChartJS** (JavaScript library) and **LWC**.
- Designed and configured Custom Objects, Fields, and Relationships, including Master-Detail, Lookup, and Junction Objects. Managed Security Access by configuring Profiles, Permission Sets, Roles, OWDs, Sharing Rules, Users, Page Layouts, and Record Types for seamless data access and control.
- Saved **4 hrs** of human effort by designing and developing a tool to generate the Package.xml file for the metadata from Salesforce report data, an out-of-the-box implementation using **Google Sheets** and **Scripts**, used by the entire PwC SF team.
- **Day-To-Day Work:** Involved in all phases of SDLC, like designing, discussions of the features, developing, documentation, testing, and deployment of the user stories that could impact more than **50M** customers.

COLLINS AEROSPACE
SOFTWARE ENGINEER, INTERN

Dec 2019 – Jun 2020

Hyd, Telangana

- Took part in developing the **Tc/log** tool Validator with the help of the Python programming language.
- Worked in the Flight Management Systems (**FMS**) team, more precisely on the FMS User Interface (**FUI**), improving the consistency and efficiency of the **ICPF** and **FGFP** scripts (Python) and involved in Continuous Build and Test analysis.

CERTIFICATIONS

- SF Administrator
- SF Advance Administrator
- SF Sales Cloud Consultant
- SF Platform Developer I
- SF Platform Developer II
- SF CPQ Specialist
- SF Platform App Builder

- SF AI Specialist
- SF AI Associate
- SF Data Could Consultant
- Digital Acumen
- Human Centric Design
- HackerRank - Java
- HackerRank - CSS

PERSONAL PROJECTS

- My Portfolio Website
- Calendar 2.0
- Note Taking App
- Simple Calendar
- Weather App
- Currency Convertor
- Alarm Clock
- BMI Calculator

EDUCATION

- **B.TECH - ECE**   82%
  - **SASTRA** University
- **Higher Secondary**   98.5%
  - **BIEAP**,Andhra Pradesh
- **Secondary Education**   98%
  - **BIEAP,** Andhra Pradesh

ACHIEVEMENTS

- Customer Success Recognition   2024
- Delivery Excellence Star Performer   2022
- Multiple recognition from Clients   2021
- National Scholarship   2017-19
  - By MEITY, Govt. of India
- SASTRA University Merit Scholarship 2017- 19