








# CHANDRA SEKHAR REDDY MUTHUMULA

 (+91) 949-386-3740  chandu.muthumula@gmail.com     

## 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, Documentation & Knowledge Sharing

---

### 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

Dec 2019 – Jun 2020

*SOFTWARE ENGINEER, INTERN*

*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

- |  |   |
|--|---|
| • <a href="#"><u>SF Administrator</u></a>          | • <a href="#"><u>SF AI Specialist</u></a>         |
| • <a href="#"><u>SF Advance Administrator</u></a>  | • <a href="#"><u>SF AI Associate</u></a>          |
| • <a href="#"><u>SF Sales Cloud Consultant</u></a> | • <a href="#"><u>SF Data Cloud Consultant</u></a> |
| • <a href="#"><u>SF Platform Developer I</u></a>   | • <a href="#"><u>Digital Acumen</u></a>           |
| • <a href="#"><u>SF Platform Developer II</u></a>  | • <a href="#"><u>Human Centric Design</u></a>     |
| • <a href="#"><u>SF CPQ Specialist</u></a>         | • <a href="#"><u>HackerRank - Java</u></a>        |
| • <a href="#"><u>SF Platform App Builder</u></a>   | • <a href="#"><u>HackerRank - CSS</u></a>         |

## PERSONAL PROJECTS

- [My Portfolio Website](#)
- [Calendar 2.0](#)
- [Note Taking App](#)
- [Simple Calendar](#)
- [Weather App](#)
- [Currency Convertor](#)
- [Alarm Clock](#)
- [BMI Calculator](#)

## EDUCATION

- |                              |              |
|------------------------------|--------------|
| • <b>B.TECH - ECE</b>        | <b>82%</b>   |
| ◦ SASTRA University          |              |
| • <b>Higher Secondary</b>    | <b>98.5%</b> |
| ◦ BIEAP, Andhra Pradesh      |              |
| • <b>Secondary Education</b> | <b>98%</b>   |
| ◦ BSEAP, 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 |