

First Last

Salesforce Business Analyst

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Salesforce business analyst with 10 years of experience in the design, configuration, and implementation of Salesforce solutions. Possesses demonstrable ability to translate complex business requirements into functional designs, deliverables, and project plans. Key achievement: extracted actionable insights from Salesforce data, saving 8 companies \$1M per year in unnecessary expenses and increased sales by 30% from 2016 to 2021.

WORK EXPERIENCE

Salesforce Business Analyst

2015 – Present

Resume Worded, New York, NY

- Recommended 7 Salesforce apps that tracked and measured 2K customer satisfaction and sales performances, saving 400 employee hours per month in 7 RW sister companies.
- Introduced 8 new metrics and initiated 11 improvements to the company's existing Salesforce solutions, increasing their information collection efficiency by 19%.
- Extracted actionable insights from Salesforce data, saving 8 companies \$1M per year in unnecessary expenses and increased sales by 30% from 2016 to 2021.
- Facilitated the practice of inculcating and using blockchain technology in RW's Salesforce use, helping to increase the speed and efficiency of operations by 90%.

Salesforce Administrator

2013 – 2015

Growths, San Francisco, CA

- Created 800 new user-profiles and successfully resolved complaints of 110 users per month with a 95% success rate in the first 3 months.
- Facilitated changes to Growths internal Salesforce processes, decreasing the incidence of user errors and glitches by 45%.
- Succeeded in integrating 10 additional cloud-based tools into Salesforce, including Hubspot, Zoho, and Sage CRM.

Business Analyst

2010 – 2013

Resume Worded's Exciting Company, New York, NY

- Introduced and implemented an automated system that monitored and reported on project status, helping to improve overall efficiency by 28%.
- Partnered with the sales team and created 4 new processes which tracked leads, increasing overall team productivity by 80%.
- Conducted training for 120 users on new systems/processes implemented by the RW team and achieved a 52% successful post-implementation adoption rate.

EDUCATION

Resume Worded University, New York, NY

2009

Bachelor of Engineering – Computer Science

SKILLS & OTHER

Technical: Pendo (Advanced), Rubicon (Experienced), DoubleClick, LiveRail, Data Analysis, Financial Modeling.

Tools: Apex Data Loader, Adobe Echosign, ERP, MS Office, SQL, SAS.

Languages: English (Native), German (Fluent), Polish (Conversational)