Jane Doe

Salesforce Business Analyst

New York, NY · 123-456-7890 · jane.doe@example.com
www.linkedin.com/in/janedoe · www.janedoe.com · www.janedoe.com/portfolio

SUMMARY

Results-driven Salesforce Business Analyst with 3+ years of experience in implementing Salesforce solutions to drive business growth and improve customer satisfaction. Proven track record of delivering high-quality results with attention to detail and collaboration.

EXPERIENCE

Salesforce Business Analyst

ABC Corporation · 2020-2022 · New York, NY

Analyzed business requirements and implemented Salesforce solutions to improve sales productivity by 25% and customer satisfaction by 30%

- Analyzed business requirements and implemented Salesforce solutions
- Collaborated with cross-functional teams to design and implement process improvements
- Developed and maintained custom Salesforce applications using Apex and Visualforce

Salesforce Administrator

DEF Company · 2019-2020 · Chicago, IL

Managed and maintained Salesforce org with 500+ users, ensuring 99.9% uptime and resolving issues within 2 hours

- Managed and maintained Salesforce org with 500+ users
- Developed and implemented data validation and automation rules using Workflow and Process Builder
- Trained and supported end-users on Salesforce best practices and new feature adoption

AWARDS

Salesforce Certifications

2020

Salesforce.com

Received Salesforce Administrator and Developer certifications

SKILLS

Business Analysis

Salesforce **Tools**

EDUCATION

Bachelor

University of California

2015-2019

Los Angeles, CA

Business Administration

GPA: 3.5

CERTIFICATES

Salesforce Certified Administrator

2019-04

Salesforce Sales Cloud Consultant

2021-09

Certified Business Analysis Professional (CBAP)

2022-05

LANGUAGES

English

Native