# **EMMA JOHNSON**

# Salesforce Business Analy

www.qwikresumé.com

#### PROFESSIONAL SUMMARY

Dynamic Salesforce Business Analyst with over 7 years of experience in requirements gathering, process mapping, and stakeholder engagement. Proven track record in optimizing Salesforce solutions to enhance business performance and drive user adoption.

#### WORK EXPERIENCE

## Salesforce Business Analyst I

🛗 Jan / 2020-Ongoing

Blue Sky Innovations

♣ Chicago, IL

- 1. Managed field-level security and page layouts to control data access effectively.
- 2. Designed and implemented custom tabs, validation rules, and auto-response rules to automate business processes.
- 3. Created workflow rules, defining tasks, email alerts, and field updates to streamline operations.
- 4. Analyzed business needs to create custom profiles, implementing object, field, and record-level security.
- 5. Developed validation rules to ensure data integrity within Salesforce applications.
- 6. Documented business rules and application requirements to support project objectives.
- 7. Collaborated with cross-functional teams to integrate data flow with Salesforce, enhancing system efficiency.

#### Salesforce Business Analyst

🛗 Jan / 2018-Jan / 2020

Silver Lake Enterprises

耳 Seattle, WA

- 1. Led a team to implement documented requirements, assisting in configuration activities and project management.
- 2. Worked closely with business users to gather and analyze requirements, documenting functional and non-functional needs.
- 3. Managed integration and development project plans for various release cycles, including SIT, UAT, and production.
- 4. Oversaw data migration projects to ensure accurate transfer of Accounts and Contacts into Salesforce.
- 5. Coordinated with developers and administrators throughout the product development lifecycle to ensure timely delivery.
- 6. Utilized BPM tools to deliver business process models and identify process improvement initiatives.
- 7. Created comprehensive reports and dashboards to enhance decision-making for management teams.

#### **EDUCATION**

#### **Bachelor of Science in Business Administration**

🛗 Jan / 2016-Jan / 2018

University of California

Fortland, OR

Focused on business analysis and information systems, providing a strong foundation for a career in business analysis.

### **SKILLS**

**Business Process Mapping** 

Requirements Gathering

Data Analysis

Salesforce Configuration

# **ACHIEVEMENTS**

Streamlined Salesforce processes, reducing data entry time by 30%.

Led a project that improved user adoption rates by 25% through targeted training.

Facilitated a system integration that enhanced reporting capabilities, increasing efficiency by 20%.