



Example of Salesforce Business Analyst Job Description

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Our company is growing rapidly and is hiring for a salesforce business analyst. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for salesforce business analyst

- Champion continuous process improvement across the product development lifecycle
- Drive system adoption through end user support and training
- Identify areas of improvement and implement solutions in process
- Maintain system reports and dashboards to track trends in usage, adoption, and other key metrics
- Creates, monitors, and updates detailed project plans
- Reviews and provides input into project scope definitions
- Typically, responsible or heavily involved in the creation of end user and administrator training material, potentially delivering end user training
- Partner with the internal business areas (such as Finance and Operations, Home Office Service Team, Meeting Planning Group, CIAM, Europe and Asia teams) to understand their business and strategic initiatives, process and system enhancements
- Proactively identifies areas for improvement within assigned business areas
- Leads projects

Qualifications for salesforce business analyst

- SFDC Admin 201 Certification
- Experience with implementations from AppExchange
- Bachelor's degree from an accredited college or university with a major

- Minimum 5 years of experience with sales management software (e.g., Salesforce.com,) administration required, preferably with a large-scale, multi-national company
- Experience with the Salesforce.com CRM solutions and supporting front office systems (Sales, Marketing, Call Center)
- Responsible for successful completion of unit and function testing all supporting documentation required for the Validation phase