

Maizy Hochendoner

Salesforce Business Analyst

✉ maizy.hochendoner@gmail.com

☎ (982) 155-3003

📍 123 Main St, Pittsburgh, PA
15213

Education

Bachelor of Science in Business Analytics with a focus on Salesforce at Carnegie Mellon University, Pittsburgh, PA

Sep 2018 - May 2022

Relevant Coursework: Data Analytics, Business Intelligence, Statistical Modeling, Database Management, Data Visualization, Predictive Analytics, Salesforce CRM, Salesforce Administration, Salesforce Analytics Cloud, and Salesforce Platform Development.

Links

[linkedin.com/in/maizyhochendoner](https://www.linkedin.com/in/maizyhochendoner)

Skills

Apex

Visualforce

Lightning Components

SOQL

Process Builder

Einstein Analytics

Data Loader

Languages

English

Mandarin

Profile

Salesforce Business Analyst with 1 year of experience in leveraging strong analytical skills to optimize CRM processes and drive business efficiency. Proficient in Salesforce platform configuration, requirements gathering, and developing custom solutions. Demonstrated success in managing projects, collaborating with cross-functional teams, and streamlining workflows. Eager to contribute to a dynamic team and support strategic business objectives through the effective use of Salesforce technology.

Employment History

Salesforce Business Analyst at Deloitte, PA

May 2023 - Present

- Led a Salesforce implementation project for a major client, resulting in a 25% increase in sales efficiency and a 15% reduction in customer service response time over six months.
- Managed a team of 10 Salesforce professionals in the successful migration of data from legacy systems to Salesforce for a large healthcare organization, streamlining their operations and leading to a 20% reduction in data processing time.
- Conducted a comprehensive Salesforce system audit for a financial services firm, identifying over \$1 million in potential cost savings through process improvements and system optimization within three months.

Junior Salesforce Business Analyst at Accenture, PA

Sep 2022 - Mar 2023

- Implemented a Salesforce solution for a major client, leading to a 25% increase in sales productivity and a 15% reduction in sales cycle time.
- Streamlined business processes for a Fortune 500 company, resulting in a 20% improvement in operational efficiency and a savings of \$1.2 million annually.
- Led a team of 5 analysts in the successful migration of over 10,000 customer records from legacy systems to Salesforce, improving data accuracy by 30% and reducing manual data entry efforts by 50%.
- Developed and delivered customized Salesforce training to over 100 end-users across multiple departments, increasing user adoption by 60% and significantly enhancing overall system utilization.

Certificates

Salesforce Certified Administrator

Feb 2022

Salesforce Certified Advanced Administrator

Jun 2020

Memberships