**Jeffrey Ewing**

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| Objective |  | Salesforce Business Analyst and with 5+ years of experience. Skilled in development within an agile environment and working in a diverse atmosphere. Seeking to Increase productivity within the CRM experience.My focus is to work with a team that will benefit from my extensive leadership and CRM background to grow success within the business. |
| Professional Achievements |  | **Project Manager*** Performance and Availability Manager
* Total Cost of Application Infrastructure Manager
* Lead automation to streamline data evaluation
* Communicate with lines of business to ensure Lightning migration
* P4-P5 Lenox Server Migration
* Cloud Migration

**Salesforce Business Analyst*** Data conversion from multiple CRM to Salesforce
* Increased case creation/completion 77%
* Integration between Salesforce and 3rd party vendors
* Helped implement and coach managers across business lines as to agile practices
* Completed 30+ badges in Salesforce Trailhead learning development
* Migration from Salesforce Classic to Lightning UI for multiple companies
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| Work History |  | Business Analyst, /Blue Yonder (JDA), Phoenix, AZ1/20 – present* Schedule and lead workshops to assist with Lead to Cash initiative
* Help team gather requirements from business and Refine User stories
* Led Bill of Materials project to set Informatica MDM as one source of truth for all products
* Helped Salesforce team with bugs and enhancement requests in Azure DevOps

Salesforce Business Analyst, /Advisor group, Phoenix, AZ1/19 – 1/20* Assist Product owner in backlog management and prioritization
* Create bugs, maintenance items and enhancements in Azure Dev Ops
* Help team gather requirements from business and Refine User stories
* Lead sprint planning meetings with product and technical teams
* Data migration from multiple CRMs to Salesforce
* Perform end to end testing in Azure DevOps
* Implementation and support of Chat Bots and Einstein Analytics

Salesforce Business Analyst/Best western, Phoenix, AZ3/17 – 1/19* Work cases within Salesforce to fix bugs and end to end testing within Agile Central
* Hold daily stand up meetings using KanBan board, Sprint Planning, Demo and Retrospective
* Gather requirements from the product owners and turn them into actionable backlog items to be worked
* Worked primarily on bestwestern.com UI upgrade and support for site and microsite

Salesforce Business Analyst, Intraedge/American Express, Phoenix, AZ2/15 – 3/17* Possesses balance of strong leadership while fostering collaboration and teamwork to achieve project objectives with the ability to transform strategic goals into measurable results through coordination, direction and alignment of resources to adaptive priorities.
* Project Manager Responsibility involves in Project Management and Business scoping from functional to technical, manage Project Plan activities and assign tasks for the team
* Project planning, prioritization, Ensuring Adherence to established Quality Standards, status reporting, customer interface and coordinating with the offshore development team. Executing the project in Agile methodology, leading the business analysis & development of identified functional gaps in extracts and reports.

 Customer marketing sales manager, Bank of America, phoenix, az1/2010 – 2/2015* Coach and drive performance for a group of 15-17 associates
* Manage productivity time for the team assigned to me
* Analyzed data to identify outliers to align specific coaching and recognition
* Ability to use customer data to research possible needs and broaden relationships to increase customer base
* Build rapport in order to provide the best service and sales solutions to drive revenue

Sales Training and retention manager, website business, phoenix, az1/2008 – 1/2010* Responsible for the training and education of new hire associates
* Implemented new knowledge-based training, making it interactive and easy to follow
* Worked hand in hand with the owner of the company to prevent chargebacks and cancelations
* Had a 73% success rate for saving accounts
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| Education |  | Psychology, Eastern arizona college, thatcher, az* GPA 3.5
* Selected to work with professors on a case study with a focus on leadership and team work
* Won an award for my involvement in being a liaison for restructuring and reopening the campus wellness center
* Helped design and manage team website for the college
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