



## Consulting Salesforce | Business Analyst

### What impact will you make?

At Deloitte, we offer a unique and exceptional career experience to inspire and empower talents like you to make an impact that matters for our clients, people, and community. Deloitte offers you a highly inclusive, collaborative workplace and unrivalled opportunities to realise your full potential. We are always looking for people with relentless energy to push themselves further, and to find new avenues and unique ways to reach our shared goals.

### The Team

This role sits within our Technology Consulting practice. With a track record of collaboration and integration, Deloitte and Salesforce can help organisations in their efforts to achieve their business goals, whether it's through social, mobile, and open collaboration in the call center, or enhanced data analysis and interaction with clients. We are at the forefront of social computing, and together, we transform customer journeys and drive value by helping clients create the business processes and a computing foundation needed to succeed in today's customer-centric world.

### Work you will do

As a Business Analyst in our Consulting team, you will build and nurture positive working relationships with teams and clients with the intention to exceed client expectations. You will

- Take responsibility for own work or workstream meeting engagement/project objectives and Deloitte quality standards.
- Work closely with technical architects to make the bridge between the business team and IT team.
- Presents and leads sessions and requirement workshops, based on Agile Delivery Methods.
- Understand the importance and can design Salesforce solutions integrated in the IT application landscape (example: integrations to ERP & reporting systems).
- Document user stories & acceptance criteria based on client requirements.
- Able to understand requirements and prepare effort estimates and overall system design.
- Participate in daily scrum meetings, analyse assigned user stories, identify/resolve gaps in functional user stories/business requirements.
- Contribute to RFP responses and other sales activities.
- Demonstrate project discipline and experience. Must be organised, focused, and driven toward established deliverable dates.

### Profile

- Bachelor's degree, preferably in Computer Science, Information Technology, Computer Engineering, or related IT discipline; or equivalent experience
- 3 – 8 years' experience in consulting and/or CRM implementation in an enterprise environment.
- Functional or techno-functional expertise one or more of the Salesforce industry clouds. Relevant Salesforce certification(s) will be a plus.
- Ability to work collaboratively in a creative, Agile environment and manage agile task assignments. Strong understanding of Agile / Iterative delivery methodology.
- Drive and determination to continually learn new things and develop yourself.
- A natural team player who enjoys working with others to solve problems and sharing knowledge. Willing to push the technical limits and find the best solution for the business and our customers.
- Good articulation and communication skills in English and French. Should be sharp, proactive, good communicator and able to manage client expectations.