

Jacqueline Brucker
10428 186th Ct. S. | Boca Raton, Florida 33498
(313) 455-8893 | jacqueline.brucker33@gmail.com

Professional Experience

Lennar Corporation (Miami, FL)

11/2021 - 04/2025

Salesforce Business Analyst 04/2022 - 04/2025

- Served as the Salesforce subject matter expert and primary point of contact, leading platform enhancements by customizing and configuring environments to meet business needs, which included creating custom objects, fields, and page layouts.
- Collaboration between business and tech team through the creation, tracking and prioritization of stories and epics.
- Supported Agile ceremonies such as sprint planning, daily stand-ups, and retrospectives in collaboration with Scrum Masters and Product Owners, as well as with refinement and grooming of user stories in Jira.
- Managed all scheduling for regular releases through Confluence, Slack and MSTEams.
- Supported with Salesforce Maintenances (Summer, Spring, Winter releases)
- Familiarized with Oracle SQL developer, Workbench and Informatica Cloud.

Salesforce Support Analyst 11/2021 - 03/2022

- Utilized ServiceNow to efficiently manage and triage technical issues and user requests.
- Provided support to Salesforce users, resolving technical issues while maintaining system functionality.
- Created and managed user accounts, optimizing access controls.
- Performed regular data maintenance including tasks as updates for leads and opportunity records using DataLoader and workbench.

Chewy.com (Dania Beach, FL)

08/2019 - 07/2021

Accounts Payable Processor

- Promoted to AP Team Lead within five months by leading onboarding and assuming cross-functional responsibilities
- Maintained 100% on-time task completion during a 50% workload surge during COVID-19
- Utilized Microsoft Dynamics NAV and Oracle ERP to process invoices, code expenses and fixed assets, and manage check preparation and logging.
- Investigated and resolved vendor inquiries and payment discrepancies, performed account reconciliations, and supported monthly, quarterly, and year-end close processes.

Marriott International Inc. (Lima, Perú)

09/2015 - 05/2018

Accounts Payable

- Managed \$1M in annual payments to domestic and international suppliers.
- Conducted cash flow analysis and prepared journal entries for bank reconciliations in Oracle SunSystems; maintained petty cash and cashier banks per Marriott SOPs.
- Supported logistics by creating purchase orders and maintaining inventory records in line with procurement standards.

Education

USIL - Universidad San Ignacio de Loyola (Lima, Perú)

08/2009 - 02/2014

Bachelor's degree Business Administration – Graduated top 25% of class

Salesforce

Salesforce Certified Administrator SP21 09/2021

Salesforce Certified AI Associate 04/2025

Scrum Org

10/2023

Professional Scrum Master I PSMI