Salesforce Administrator

Responsibilities

• Administer, troubleshoot, and support Catchpoint Salesforce platform and related third party app integrations e.g., HubSpot

• Act as a Salesforce Administrator and resolve Salesforce support tickets in a timely manner, set realistic expectations, maintain ticket hygiene, and communicate clearly with internal customers.

• Manage and track the status of Change requests throughout the lifecycle, enforce and redefine, as necessary.

• Perform core admin tasks which includes security and user management, license optimization, process automation, data management, and exception monitoring (runtime, Apex CPU limits)

• Historical & outdated data cleanup: dashboards, workflows, process builder, permission sets, etc.

• Work cross-functionally with Sales, Marketing, and Finance to understand pain points and build scalable solutions to increase efficiency.

• Absorb new product and technical capabilities from Salesforce & other tools during new product releases to enhance efficiency and productivity.

• Administer and configure Salesforce as necessary and provide technical production support to the organization.

• Create documentation of any business rules/transformations/issues and resolutions.

• Identify, diagnose, and report technical problems, escalate and track problems appropriately.

• Participate in the change management process. Drive communication efforts across relevant stakeholders.

Qualifications

• Salesforce Certified Administrator

• 6+ years managing Salesforce & Salesforce integrations

• Experience in Salesforce CPQ and Conga Composer

• Experience with Salesforce flows.

• Demonstrates full understanding of the Salesforce.com stack and experienced with the Sales and Service Cloud

• Experience with Go-to-market systems

• High level understanding of Apex and LWC framework.

• Superior data analysis, research, and problem-solving skills.

• Attention to detail and thoroughness is a must in completing work tasks.

• Excellent written and oral communication.

• Strong technical aptitude, and high-level interest in internet technologies.

• Bachelor's Degree Required

• Ready to work on US shift hours.

Hiring organization
PulseHRM

Job Location
Remote work from: India

Working Hours
06.30 pm to 03.30 am IST

Date posted
April 24, 2023

Valid through
30.06.2023