

WE'RE HIRING

**Role : Senior Executive/Associate Manager –
Salesforce**

Department : Technology

Location: Mumbai

Experience: 5-8 years



Job Role:

Responsible for the administration, configuration, and maintenance of Salesforce FSL and Service Cloud.

Job Responsibilities:

- Administer, configure, and maintain Salesforce FSL and Service Cloud.
- Customize Salesforce objects, fields, page layouts, workflows, and validation rules to align with business requirements.
- Create and manage custom reports, dashboards, and workflows to automate business processes.
- Manage user accounts, profiles, and permission sets.
- Configure FSL objects, fields, layouts, and processes to align with field service requirements.
- Set up service territories, technician skills, and work rules.
- Develop and implement new Salesforce solutions.
- Troubleshoot Salesforce issues.
- Provide training and support to Salesforce users.
- Work with other IT teams to ensure the integration of Salesforce with other systems.
- Stay up to date on Salesforce changes and best practices.
- Understanding of Apex and triggers

