

Job Title: Salesforce Consultant

Job Type: Full Time

Job Location: Atlanta/Remote

Travel Expected: Yes (No travel expected during Covid-19)

Job Id: NY00014

Introduction:

Navyaan is an IT consulting corporation which is focused on providing solutions, services, support to different organizations from sectors which include, but not limited to, healthcare, public, automotive, IT, retail, consumer goods, finance, communication, media, entertainment and others using latest Cloud technologies, primarily Salesforce. It also focuses on building innovative products that help in automating and improving digital platforms for various industries.

Currently NavYaan has its offices in Atlanta (GA), US and Hyderabad (India).

As a Salesforce Consultant you will lead NavYaan into the future by shaping and innovating Salesforce and digital solutions for large scale transformation projects working with Architects. The success of NavYaan is in your hands as you transform vital business needs into solutions and drive innovation. You will be learning, managing, building, mentoring and leading teams as we grow.

Required Technical and Professional Expertise

- Bachelor's Degree in Computer Science or related field
- Consulting experience of at least 3-5 years, with 2 years dedicated experience in implementing Salesforce Sales and/or Service Cloud using Lightning
- Good understanding of Cloud Computing solutions – cloud computing strategy and systems design.
- Familiarity with multiple implementation standards and methodologies.
- Good knowledge of understanding requirements and formulating business processes around the same.
- Must have deep and wide knowledge experience and expertise on the Salesforce platform
- Experience with Salesforce lightning flows, declarative configurations, automation processes

- Strong experience in planning and implementing roles, profiles, permission sets, and other Salesforce security features such as 2-factor authentication and external identity providers.
- Good understanding of relational databases, including work with SOQL, MySQL, SQL Server, Oracle, or other common RDBMS
- Knowledge of Agile development practices
- Must be able to produce detailed documentation
- Knowledge on design thinking, story grooming, functional analysis, storyboarding, use case scenario and user persona creation, process flow design.
- Ability to travel up to 75%
- Proven ability to work creatively and analytically in a problem-solving environment
- Excellent communication (written and oral) and interpersonal skills.

Preferred Certifications

- Salesforce Certified Administrator
- Salesforce Sales Cloud Consultant
- Salesforce Service Cloud Consultant
- Salesforce Field Service Lightning Certified (Optional)
- Salesforce Certified CPQ Specialist (Optional)
- Salesforce Certified Advanced Administrator (Optional)
- Salesforce Community Cloud Consultant (Optional)

Your Role and Responsibilities

- Contribute to the detailed design and technology selection, especially Salesforce apps and features, providing inputs from their expertise, such as technology alignment and fit, best practices, and feasibility.
- Research and share information towards detailed Salesforce and technical decisions within the team, to ensure a technically sound and feasible solution.

- Maintain your learnings and knowledge on salesforce platform up-to-date and pass the knowledge to other members in the team and the company
- Assist in development of the Salesforce training plan and deliverables to increase user adoption; deliver the user training sessions
- Perform other duties, from time to time, as required by the project such as researching potential solutions, helping to define road maps, or conducting feasibility assessments for supporting AppExchange add-ons.
- Advocate for Salesforce best practices and standards and the implementation of technologies, comprising the solution
- Maintain high levels of customer satisfaction
- Lead client sessions to gather, define use cases and business requirements, building out the declarative aspects of the solution, and authoring supporting documentation.
- Propose, implement, and manage the implementation of Salesforce solutions that meet business requirements
- Develop implementation estimates and plans for phases of the delivery lifecycle, including development, testing, training, communication, deployment, and post-production support
- Working with our clients and all stakeholders to build clear requirements and a development strategy for each engagement
- Performing business process modelling, user experience modeling and basic technical architecture diagramming
- Effectively leverage multiple implementation team types (User experience, Change Management, Global Development Centers, Developer Communities).
- Work closely with the team to meet deadlines and work around project constraints to design and develop the system, as changes and issues arise.

Qualified applicants will receive consideration for employment without regard to their race, ethnicity, ancestry, color, sex, religion, creed, age, national origin, citizenship status, disability, medical condition, military and veteran status, marital status, sexual orientation or perceived

sexual orientation, gender, gender identity, and gender expression, familial status, political affiliation, genetic information, or any other legally protected status or characteristics.

All NavYaan offers of employment in the U.S. are contingent upon the ability to successfully complete the onboarding process and provide the essential onboarding documents.