

IT Automation

<https://itautomation.com/job/salesforce-business-analyst/>

Salesforce Business Analyst

Description

Summary –

We are looking for a Salesforce Business Analyst who can manage, facilitate and drive product development, customization, testing and deployment of our client applications to meet business needs.

The Salesforce BSA will elicit current state in the CRM process, set business process modeling, uncover gaps, document and review custom objects for new development, 3rd party app integration, Apex development and REST API integration, data model changes, data migration from legacy CRM, build a strategy, roadmap for design, development and delivery of Sales Cloud applications, Salesforce Community, CPQ integration and contribute to global implementation.

Responsibilities

This position is with our technology partner who is using Salesforce for CRM functionality. The business strategy is to acquire customer data and move it across channels, secure data in digital platforms, streamline retail sales process using custom application development, capture leads and manage appointments, hand off data to back-end infrastructure, route web requests using Service Cloud strategy, manage Sales pipelines using Sales Cloud and custom application delivery.

Responsibilities include and not limited to –

- Design and analyze Salesforce App integration with custom object design, apply data model that makes it easier to scale the application, maintain and take advantage of Salesforce features
- Support future solution strategies, draft a release plan, roadmap and set vision for future releases to achieve product goals
- Design and develop functional requirements for reusable custom lightning components, create lightning pages using app builder and app manager, customize Email Alert and Email templates
- Develop functional specifications for Apex Triggers, Apex Batch Classes, Apex Classes and use SOQL to conduct data validation
- Conduct weekly defect triage meetings, collaborate with development teams for Apex platform changes, create change-sets and deploy to production
- Manage Salesforce release pipeline by strategic deployment and planning
- Develop relationships with business teams for new solution design and Business Insights for visualization using new tools and data integration

Qualifications

- A minimum of a Bachelor's degree in Management Information Systems or related field
- Minimum of 3 yrs as a Salesforce Business Intelligence Analyst and custom application development, collect and curate data to build visualization graphs
- Minimum 3 yrs in Database modeling, knowledge of ETL and data integration to support customer360 profile data, usable by CRM teams
- Minimum of 3 yrs as a Technical Business Analyst, Visualforce.Com

Hiring organization

IT Automation LLC

Employment Type

Full-time

Duration of employment

12+ Months

Job Location

Raleigh-Durham, Wake County, NC, USA

Base Salary

\$ 78,850 - \$ 88,500

Date posted

May 2, 2024

Valid through

31.05.2024

development, Salesforce customization and configuration, 3rd party integration, solution design and documentation

- Experience using development tools like Eclipse IDE to create and review Change Sets, Apex Classes, REST APIs and participate in code review meetings
- Knowledge on SFDC Integration, SOAP, REST web services
- Create custom reports, Dashboards and review with management team

Contacts

URL: <https://itautomation.com/current-openings/>

Contact: 984-254-0355 (Riya)

Email: riya@itautomation.com