CRM Business Architect Job

Employer Name:

SpiderID: 12424807

Location: Charlotte, North Carolina

Date Posted: 4/16/2022

Wage:

Category: Information Technology

Job Code:

Title: CRM Business Architect  
  
Visa: USC &amp; GC  
  
Location: Remote Till COVID  Can be located anywhere in US (Open to Relocate)  
  
Experience : Minimum 12+ Years  
  
Brief Summary of Role  
  
   
  
The Managing Consultant for CRM Strategy is a utility player, often working independently across a portfolio of projects in collaboration with internal resources and external clients.   
  
The Managing Consultant is responsible for developing and executing successful client experience strategies using Force.com, Salesforce.com and other cloud-based technology solutions to help organizations meet evolving business needs.   
  
We seek a candidate with deep functional knowledge and extensive industry experience who can engage key business stakeholders to identify business challenges, develop solutions, and present recommendations that deliver tangible business benefit.  
  
This senior-level role will work with executives, senior managers, and project teams to ensure overall project success. Travel expectations vary based on the project; willingness to travel up to 60% of the time is required.  
  
   
  
Responsibilities  
  
   
  
Leverage people, process, and technology to establish a CRM strategy that aligns to the business strategy, engages stakeholders, and supports the development of a World Classsales, service and marketing organizations  
  
Working with multiple stakeholders, identify the most important client business challenges, conduct analysis, and present strategic solutions that align to the corporate sales, service, and marketing strategies.  
  
Lead senior business stakeholders through transformative activities, beginning with discovery through delivery of business value designed at streamlining business processes to achieve optimal performance   
  
Proven ability to build relationships with constituents, including clients, internal teams, and consulting partners   
  
Collaborate with sales during the presales stage to research and understand client business challenges, define scope, develop proposals, and play active role in presenting solution  
  
Contribute to the development of repeatable solution frameworks, thought leadership, and client offerings through personal experience and perspective  
  
Lead resources assigned to strategy project that are responsible for supporting business and technology analysis and deliverables  
  
   
  
Education and Required Experience  
  
   
  
Bachelor's Degree or an advanced degree in the area of specialization or equivalent professional work experience  
  
A combination of the following:  
  
o5+ years direct consulting experience leading sales, service, marketing, and digital transformation projects  
  
o10+ years of broad general business experience and knowledge across many disciplines including; Business Process Analysis, Business Transformation, Call Center, Project Management, Process Improvement, Sales Operations, Leadership Facilitation, and Change Enablement  
  
Progressive and professional experience leading/supporting sales, service and marketing transformation for large scale global projects spanning multiple vertical markets  
  
Experience with challenging current thought process and status quo of business stakeholders regardless of the audience  
  
Demonstrated experience collaborating and communicating with a diverse set of people across groups and organizational levels  
  
Enthusiastic, professional and confident team player with a strong focus on client success who can present effectively even under adverse conditions  
  
Must demonstrate the ability to work independently, prioritize multiple objectives in a rapidly changing environment, and ensure delivery of quality products  
  
Possesses the ability to influence various stakeholders and strategic direction without direct control/authority  
  
Executive level communication skills and experience interacting with various levels of stakeholders  
  
Strong writing skills including the ability to synthesize information into clear, concise messages both for detailed analytical reports and executive summaries  
  
Ability to work from home and travel up to 80%  
  
Current Saleforce.com Admin 201 or advanced certifications is required   
  
Sales Cloud or Service Cloud Consultant certification is preferred  
  
Interested consultants forward your resume toraja@talentola.com, 703  496 - 3101

Start Date:   
  
  
Position Type: Full-Time Permanent  
  
  
Years of Experience Required:   
  
  
Education Required:   
  
  
Overnight Travel:   
  
  
Vacation Time:

Contact Name: Raja Sekar

Company:

Dover

Delaware