

Salesforce Consultant / Business Analyst

Job Location: Bangalore, India

Experience Required: 1–5 Years

Job Type: Full-Time | Permanent

About the Opportunity

We're looking for a talented and motivated **Salesforce Consultant / Business Analyst** to join our growing CRM team. If you have hands-on experience in **Salesforce Sales Cloud, Service Cloud, Marketing Cloud and Pardot** (mandatory), and a passion for helping businesses improve customer experiences, we want to hear from you!

This role offers a unique opportunity to work across **multiple Salesforce platforms**, gather business requirements, configure CRM solutions, and drive meaningful digital transformation.

Key Responsibilities

- Collaborate with business stakeholders to gather, analyze, and document CRM requirements.
- Configure Salesforce platforms including:
 - **Sales Cloud** (*Mandatory*)
 - **Service Cloud** (*Mandatory*)
 - **Marketing Cloud** (*Mandatory*)
 - **Pardot** (*Mandatory*)
 - Experience Cloud
 - Manufacturing Cloud
 - CRM Analytics (Einstein Analytics)
 - Agentforce (AI insights, workflow automation)
- Create business requirement documents (BRDs), user stories, and process flows (using Lucidchart or similar).
- Support solution design, implementation, testing (UAT), deployment, and user training.
- Build dashboards, reports, custom flows, and automation to meet business objectives.
- Ensure all solutions are scalable, secure, and aligned with best practices.
- Communicate effectively with both technical teams and business users.

Required Skills and Qualifications

- 1–5 years of hands-on experience as a Salesforce Consultant, Admin, or Business Analyst.
- Proven experience in **Sales Cloud, Service Cloud, Marketing Cloud** and **Pardot**(*mandatory*).
- Familiarity with Experience Cloud, Manufacturing Cloud, CRM Analytics, and Agentforce (nice to have).
- Excellent **verbal and written communication skills** with strong client-facing abilities.
- Strong documentation and process mapping skills (Lucidchart or equivalent).
- Knowledge of Salesforce automation tools like Flow, Process Builder, and Reports/Dashboards.
- Ability to translate business requirements into functional Salesforce solutions.

Preferred Certifications

- Salesforce Sales Cloud Consultant
- Salesforce Service Cloud Consultant
- Salesforce Marketing Cloud Email Specialist or Consultant
- Experience Cloud or Manufacturing Cloud certifications are a bonus

Why Join Us?

- Work with a highly skilled Salesforce team on enterprise-level implementations.
 - Opportunity to grow your career into advanced consulting, architecture, or product management.
 - Access to continuous learning, training, and Salesforce certifications.
 - Flexible work culture with hybrid working options.
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