Clouds and features of Salesforce

As CRM, Salesforce allows you to track and manage customer information. As a collaboration tool it allows you to connect your team's work and processes. As an analytical module it gives you insight and recommendations on how to improve your sales. Most importantly, as a single hub, it allows you to connect all these applications and more together in one place.

Salesforce is made up of clouds, otherwise known as modules or services. Each of these clouds consists of certain features (or tools).

In addition to the Community cloud, we can say that Salesforce has 3 main clouds, and each cloud has a set of features:

First, the **sales cloud** and it includes many features such as contact management, lead management, opportunity management...etc. Second, the **service cloud** which includes the Lightening console, and tools like case management, knowledge base, telephony integration etc. Third, the **marketing cloud** which has features of email marketing, mobile messaging, social media marketing...etc.

The Industry:

DT is a pioneering startup in the **outsourcing industry**. We currently employ over 25 highly skilled developers from around the world supported by our growing operations team. We are looking for a Salesforce project manager to join the operations team to help us excel in client satisfaction.

The tasks:

- Operate DT's Salesforce org between clients and internal teams.
- Work with a team of developers to manage their output and delivery to clients.
- Be responsible for on-boarding new clients and managing existing ones.
- Define the project scope, deliverables and goals for each delivery in close collaboration with our customers.
- Analyze and document the business specification for each project, clarify this with the developers and ensure proactive planning.
- Coordinate and ensure successful internal testing with the respective team(s).
- Monitor post go-live the evolution of the installations, and proactively identify improvements on both the internal and the customer side

The skills:

- You have a Salesforce certification (developer, administrator);
- You have at least 1 year experience in waterfall or agile project management
- You know Java and/or other prominent programming languages but eager to learn more from your team of developers.
- You have experience with GitHub
- You are a true team player, but also love to work independently
- You are highly organized and a good multi-tasker
- You are a good listener and have strong communication and presentation skills
- You are fluent in English.