

# Salesforce Platform Administrator

## Descrição da função

The position will be a member of the GCF IT Competency Center Sales Enabling Technologies. The successful candidate will have demonstrable experience and knowledge in Salesforce platform administration and development. This position will be responsible for advanced administrator tasks on the Salesforce platform and required to work closely with subject matter experts to implement enhancements and new functionalities on the SFDC platform. This role is expected to be the IT SFDC platform admin and related integrations subject matter expert, be a big-picture thinker and an in-depth problem solver.

- Creative and analytical thinker with strong problem-solving skills
- Demonstrated ability to meet deadlines, handle multiple simultaneous requests and able to prioritize
- Ability to evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and ascertain true underlying needs
- Salesforce architecture and configuration
- Administration and App development of multiple applications e.g., Sales Cloud, CPQ, Service Cloud, Commerce Cloud, Field Services, etc.
- Integration, data management, sharing and authorization, identity, and access management
- Salesforce application development components e.g., APEX, LWC, etc.
- General knowledge and experience with project management activities
- Exceptional verbal and written communication skills
- Ability to communicate effectively at all levels of the stakeholder throughout the organization
- Excellent support and training skills
- Can comprehend the business needs of users and reach out to them at their level

## Requisitos

- Hybrid work setup
- HMO upon hire
- Values-based culture
- Work-life balance
- Learning Opportunities

## O que oferecemos

- Bachelor's Degree in information technology or related field
- 2-5 years of Salesforce working experience



Identificação da vaga  
**REF53002B**

Área funcional  
**Information Technology**

Local  
**Makati**

Nível de liderança  
**Leading Self**

Modalidade de trabalho  
**Hybrid Job**

Pessoa jurídica  
**Continental Global Business Services Manila, Inc.**

- Demonstrable work experience in a multi-national, global organization
- Prior information technology working experience
- Salesforce platform configuration and administration covering Sales Cloud, Service Cloud, Field Services, CPQ, Commerce Cloud (B2B & B2C), etc.
- Salesforce platform development standards & methodologies for implementing custom business logics e.g., APEX, LWC, etc.
- Application integration, sharing, and authorization rules configuration, identity, and access design and implementation
- Data management and integration technologies/tools experience (e.g., ESB, ETL).
- Experience in web and mobile application development, programming, and collaboration platforms e.g., Jira, Jenkins, GitHub, etc.
- Salesforce certifications e.g., Certified Administrator, Certified Developer, etc.
- Good context-specific and adaptive communication skills to technical and non-technical audiences

Ready to drive with Continental? Take the first step and fill in the online application.

## **Quem somos**

Continental Global Business Services in Manila started in June 2012 as Veyance Technologies Inc. and was acquired by Continental AG in January 2015. On the same year, it legally changed the company name to Continental Global Business Services Manila Inc., which reflects its global presence as a full-fledged subsidiary of ContiTech Division in Continental AG.

GBS Manila is composed of five (5) main work streams, structured to make processes centralized, standardized, and in leveraged technology with the support of IT group, Continental Business Systems & RPA Competence Center.

It provides end-to-end, front-to-back services; from customer service, order management, purchasing, invoice to payment, credit and collection, full finance activities, data management, and HR services including payroll, employee benefits and talent acquisition; all built to meet its customers needs.