

# Salesforce Internship

## 工作职责

Main tasks is to assist with implementation, customization and maintenance of Salesforce solutions, supporting users, conducting data analysis, and participating in project meetings. Other responsibilities may include creating reports and dashboards, troubleshooting issues and learning about various aspects of Salesforce administration and development. The internship program is based in Petaling Jaya, Malaysia and working together as part of the Global Competence Center of eCommerce, Fleet Solutions & Data Science.

1. Assisting with Salesforce Configuration - This includes setting up new fields, workflows, validation rules and other configuration tasks within the Salesforce Platform
2. Supporting Users - Responsible for providing support to end-users, answering questions and troubleshooting issues related to Salesforce platform
3. Data Management - Work on data cleansing, data migration, and data quality initiatives within Salesforce. This includes using tools like Data Loader, Excel, etc
4. Documentation and Training - Tasked with documenting processes, creating user guides, or even conducting training sessions for new Salesforce users
5. Working closely with other team members, such as Salesforce administrators, developers, business analyst and stakeholders to support ongoing project and initiatives
6. Problem Solving - Expected to analyze issues, propose solutions and implement fixes within the Salesforce environment

## 你的档案

1. Education - Either a bachelor's or master's degree program in computer science or information technology.
2. Knowledge of Salesforce - Prior experience with Salesforce is not mandatory however having basic understanding of Salesforce concepts will be an added advantage.
3. Programming Skills - Proficiency in programming language such as Java, JavaScript or Apex will be an added advantage
4. Communication - Effective communication skills, both written and verbal
5. Adaptability - Ability to adapt to changing priorities, learn new concepts quickly, and work in a dynamic environment
6. Problem-Solving - Demonstrate the ability to analyse problems, think critically and propose creative solutions
7. Teamwork and Collaboration - Ability to work effectively in a team environment, collaborate with colleagues, and contribute to group projects.
8. Initiative and Eagerness to Learn - Show initiative, take ownership of their work and demonstrate willingness to learn and grow.



职位号码  
**REF54456R**

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