

Technology and Transformation

Customer (Sales and Service)

Analyst

What impact will you make?

Every day, your work will make an impact that matters, while you thrive in a dynamic culture of inclusion, collaboration and high performance. As the undisputed leader in professional services, Deloitte is where you'll find unrivaled opportunities to succeed and realize your full potential

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The Team

Deloitte Digital is passionate and focused on helping clients tackle their most complex challenges with Salesforce technology. Learn how we help clients innovate, improve user experience, and maximize the value from customer operations by harnessing the breadth and depth of our digital capabilities.

Work you'll do

As a Analyst in our Consulting team you'll build and nurture positive working relationships with teams and clients with the intention to exceed client expectations. You'll:

- Takes responsibility for own work or workstream meeting engagement/project objectives and Deloitte quality standards
- Develop solution using Salesforce configure and customization features.
- Proactively identifies workstream risks and issues; resolves them or escalates to engagement/account leadership
- Identifies opportunities to improve the efficiency and effectiveness of key processes within a business function
- Builds knowledge in a sector by contributing to relevant firm initiatives and eminence, and/or by attending sector conferences
- Applies awareness of global trends to address client needs and enhance recommendations
- Understands the impact of emerging technologies on relevant functions and processes

Qualifications

- Ability to understand requirements and design technical solutions.
- Demonstrated project discipline and experience. Must be organized, focused, and driven toward established deliverable dates.
- Ability to develop all project related documents like requirement document, system design document, use cases, test plan, training manual etc.
- Ability to handle client deliverables.
- Prior experience on integration with external system will be a plus.
- Prior experience in cloud-based platform will be a plus.
- Prior experience in Salesforce will be a plus.
- Prior experience in object-oriented programming concepts will be a plus.
- Prior experience in core Java concepts and working experience on customization using at least one of the frameworks - Struts, Spring or MVC framework will be a plus.
- Prior experience in development using JavaScript will be a plus. • Experience with DBMS concepts and SQL will be a plus.

Eligibility criteria and requirements:

- Graduate degree (Science or Engineering) from premier institutes
- Willingness to travel for short and long-term durations

Your role as a leader

At Deloitte India, we believe in the importance of leadership at all levels. We expect our people to embrace and live our purpose by challenging themselves to identify issues that are most important for our clients, our people, and for society and make an impact that matters.

In addition to living our purpose, Consultant across our organization:

- Develops self by actively seeking opportunities for growth, shares knowledge and experiences with others, and acts as a strong brand ambassador.
- Understands objectives for clients and Deloitte, aligns own work to objectives and sets personal priorities.
- Seeks opportunities to challenge self; teams with others across businesses and borders to deliver and takes accountability for own and team results.
- Identifies and embraces our purpose and values and puts these into practice in their professional life.
- Builds relationships and communicates effectively in order to positively influence peers and other stakeholders.

How you'll grow

At Deloitte, our professional development plan focuses on helping people at every level of their career to identify and use their strengths to do their best work every day. From entry-level employees to senior leaders, we believe there's always room to learn. We offer opportunities to help build world-class skills in addition to hands-on experience in the global, fast-changing business world. From on-the-job learning experiences to formal development programs at Deloitte

University, our professionals have a variety of opportunities to continue to grow throughout their career.

Benefits

At Deloitte, we know that great people make a great organization. We value our people and offer employees a broad range of benefits.

Our purpose

Deloitte is led by a purpose: *To make an impact that matters.*

Every day, Deloitte people are making a real impact in the places they live and work. We pride ourselves on doing not only what is good for clients, but also what is good for our people and the communities in which we live and work—always striving to be an organization that is held up as a role model of quality, integrity, and positive change.

Recruiter tips

We want job seekers exploring opportunities at Deloitte to feel prepared and confident. To help you with your interview, we suggest that you do your research: know some background about the organization and the business area you're applying to.

Note:

We are delighted to share that, along with the full-time role, you will have the opportunity to begin your journey with us through a voluntary virtual internship from January to June (with stipend). This will be followed by a mandatory 3–6 month in-person internship from July to December, after which you will be onboarded as full-time employees. We believe this phased approach will give you valuable exposure, continuous learning, and a smooth transition into your professional career.