

Get ahead in the cloud

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Are you interested in becoming a salesforce.com consultant? Not sure what to do or where to go next? Here's the ROD guide to becoming a salesforce.com consultant. If you have any questions phone us on 020 8123 7769 or email us [rod@resourceondemand.com](mailto:rod@resourceondemand.com)

### **What is a salesforce.com consultant?**

Consultants are the brains behind designing and implementing CRM solutions. They'll have the knowledge needed to guide a project from conception through to completion; whether working for clients or based inhouse. There are two types of consultant:

1. Certified consultant for Service Cloud
2. Certified consultant for Sales Cloud.

### **What's the difference between a Certified Consultant for Service Cloud and Sales Cloud?**

Salesforce.com say:

The Salesforce.com Certified Sales Cloud Consultant exam is designed for implementation experts who have experience implementing Sales Cloud solutions in a customer-facing role. The Salesforce.com Certified Sales Cloud Consultant is able to successfully design and implement Sales Cloud solutions that meet customer business requirements, are maintainable and scalable, and contribute to long-term customer success.

The Salesforce.com Certified Service Cloud Consultant exam is designed for implementation experts who have experience implementing Service Cloud solutions in a customer-facing role. The Salesforce.com Certified Service Cloud Consultant is able to successfully design and implement Service Cloud solutions that meet customer business requirements, are maintainable and scalable, and contribute to long-term customer success.

### **Tell me more...**

The first step in becoming a salesforce.com consultant is to take the Administration Essentials exam (ADM201); from your preparation from this you'll learn the ins and outs of salesforce.com CRM configuration and management, you'll also cover solution design.

After you've completed Administration Essentials we'd recommend you undertake Implementation Essentials (CON201), which guides you through the design and implementation process.

### **How do I undertake this training?**

Then let's start with some training. Salesforce.com say:

Administration Essentials is our most popular course. It's a must both for new administrators or those who want to brush up on their core skills. You'll learn how to set up, configure, maintain, and customize Salesforce CRM. The course also covers key features, including enterprise security, data utilities, and analytics.

Designed by consultants for consultants, Implementation Essentials prepares you to take your solution design skills and consulting career to the next level. Using real-world business scenarios, the course covers critical design considerations and resources such as best practices, templates and process maps, discovery questions, and case studies.

### **This seems expensive, do I really need to take these exams?**

They do seem expensive to look at, but you have to view these courses as an investment in your career. Salesforce.com consultants are in real demand, and the salaries offered are reflected in this.

To get a role with a reputable company you will need certification from salesforce.com and the cost of exams will soon be covered.

### **I'm ready. How do I get a job as a salesforce.com consultant?**

Resource on Demand are the original and best salesforce.com recruitment company in the UK, as such we have roles available in a number of leading companies, who either use or implement salesforce.com, in the UK and beyond. We'll talk you through the steps needed (training; certification) and then help you to find a role ideal for you. We never fill a role just to tick a box, so you can be assured that we'll find a role that suits you.

### **We need a salesforce.com consultant, can you help?**

We have a number of certified salesforce.com consultants who are actively looking for a role in the cloud, as well as developers, architects and administrators. We would be happy to talk to you about your needs and then introduce you to some candidates, who we feel would help to drive your company forward and suit you and your company.

Just phone us on 020 8123 7769 or email us: [rod@resourceondemand.com](mailto:rod@resourceondemand.com) and one of our team will be happy to help.