

Salesforce Program

Curriculum Overview

WHAT STUDENTS WILL LEARN:

- To complete administration tasks such as managing users, data, and security along with building reports, dashboards, and workflows using Salesforce platform
- Data management
- Data validation
- System administration
- Automating business processes

Soft Skills

All Skills Center students will learn in-demand soft skills needed to obtain and maintain competitive employment. Topics will include:

- Effective communication with supervisors and co-workers
- Recognizing when assistance is needed and seeking support
- Conflict resolution
- Time management
- Working independently
- Collaboration
- Conducting a job search
- Interviewing skills

WHAT SKILLS ARE NEEDED FOR SUCCESS IN THIS PROGRAM:

- Problem solving
- Critical thinking
- Attention to detail
- Communication
- Organization
- Computer literacy

Soft Skills

- Time management
- Professional communication
- Work ethic
- Work independently
- Collaboration
- Follow instructions
- Professional appearance to match occupation

WHAT STUDENTS WILL BE DOING AFTER THEY'RE HIRED:

- Develop and create customized reports and dashboards using Salesforce platform
- Set up and customize the application and “turning on” the new features
- Perform User maintenance
- Work with management, strategic planning & analysis staff and end-users to create and manage complex workflow rules, data validation and triggers
- Design and manage ongoing development of the system to meet the organization’s mission
- Manage outsourced Salesforce implementation partners and ongoing relationships with Salesforce employees
- Work with people at all levels in the organization from CEO to the end users.
- Manage software testing process which includes establishing protocols and appropriate testing environments and coordinating actual software testing

WHERE STUDENTS WOULD BE HIRED:

Based on the student’s success in the training program and prior knowledge, the student could be placed into an apprenticeship program with an agency such as Launchcode or into full employment with agencies across St. Charles and St. Louis Counties.

