

PR/110615 | Operations Project Manager: Salesforce CRM

Job Information

Recruiter
JAC Recruitment India

Job ID
1605556

Industry
Other

Job Type
Permanent Full-time

Location
India

Salary
Negotiable, based on experience

Refreshed
October 27th, 2026 18:00

General Requirements

Minimum Experience Level
Over 6 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
None

Minimum Education Level
Associate Degree/Diploma

Visa Status
No permission to work in Japan required

Job Description

Company Overview: One of the global MedTech organization having their Indian HQ at Mumbai.

Job Overview:

Seeking an experienced Project Manager to lead Salesforce implementation projects. The ideal candidate will have a strong background in project management, deep knowledge of the Salesforce platform, and proven experience delivering projects in the healthcare domain. This role requires close collaboration with business stakeholders to ensure successful implementation, adoption, and continuous performance improvement through effective KPI management and reporting._

Job Responsibilities:

- Lead end-to-end Salesforce implementation, enhancement, and integration projects.
- Develop and manage project plans, timelines, budgets, resources, and deliverables.

- Collaborate with business stakeholders to gather requirements and translate them into actionable project plans.
- Coordinate cross-functional teams, including Salesforce consultants, developers, QA, business analysts, and business users.
- Drive project execution, ensuring delivery on time, within scope, and within budget.
- Define project governance, milestones, and success criteria.
- Establish, implement, and maintain Key Performance Indicators (KPIs) to measure project success, business outcomes, and operational performance.
- Lead the implementation of business processes and Salesforce solutions aligned with organizational objectives.
- Monitor project progress, track KPIs, identify risks and issues, and implement corrective actions as needed.
- Prepare and present regular project status reports, KPI dashboards, and executive-level progress updates to stakeholders.
- Manage project risks, dependencies, and change requests throughout the project lifecycle.
- Support user acceptance testing (UAT), deployment planning, and post-go-live stabilization.
- Drive change management, user adoption, training, and continuous process improvement.
- Ensure compliance with healthcare regulations, data privacy requirements, and organizational standards.

Job Requirements:

- Bachelor's degree in Computer Science, Information Technology, Industrial Engineering & Management or a related field, with experience in business process analysis, process improvement, and organisational design.
- 4+ years of experience in project management, preferably leading enterprise CRM or digital transformation initiatives.
- Deep knowledge of the Salesforce platform.
- Demonstrated experience managing projects within the healthcare industry, including healthcare providers, hospitals, life sciences, medical devices, or health insurance organisations.
- Experience defining, implementing, monitoring, and reporting on business and project KPIs.
- Excellent leadership, stakeholder management, communication, and problem-solving skills.
- Experience managing cross-functional and geographically distributed teams.

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