



Triumph is one of the world's largest intimate apparel companies. It enjoys a presence in over 120 countries with the core brands Triumph® and sloggi®. Globally, the company serves 40,000 wholesale customers and sells its products in 4,050 controlled points of sale as well as via several own online shops. The Triumph Group is a member of the Business Social Compliance Initiative (BSCI).

Learn more about Triumph on:

[www.triumph.com](http://www.triumph.com)

[www.facebook.com/Triumph/](https://www.facebook.com/Triumph/)

[www.instagram.com/Triumph/](https://www.instagram.com/Triumph/)

[www.linkedin.com/company/triumph-international/](https://www.linkedin.com/company/triumph-international/)

Our IT SSC Department in Munich is looking for a

## **Senior Salesforce Solution Manager (f/m/d) (100%)**

Triumph is massively investing on Salesforce solutions to provide the best experience to its BtoC and BtoB partners. The landscape includes Salesforce Commerce Cloud, Service Cloud, Loyalty Cloud and Marketing Cloud with a progressive implementation on our global markets and a constant development of new features. Most developments are outsourced with internal supervision.

To sustain this tremendously growing perimeter, the digital department is looking for an experienced Salesforce Solution Manager that can own the solution, work as a technical expert and architect, coordinate our external vendors and help us grow an internal team of Salesforce solution managers.

### **Your Responsibilities:**

- Analyse, challenge, and refine business requirements
- Transform those requirements into optimal functional/technical architectures and dataflows
- Perform estimates on planning and costs to own budget and engagements for your perimeter
- Help recruit external vendors and act as technical solution expert to ensure future proof developments on multiple projects in parallel
- Act as internal developer to support project or ensure minor projects execution and maintenance
- Own the growing Salesforce to ensure maintainability and scalability of the solution
- Supervise the support service and vendors to ensure solution is up and running (manage SLA, ticketing systems, escalation processes, monitoring...)
- Constantly cooperate with other internal solution managers to ensure proper integration of Salesforce systems into Triumph IT ecosystem (Loyalty programs, frontends, SAP, iPaaS, PIM/DAM, Analytic tools...)

Last but not least: based on experience of the candidate, possibility to extend the role to a managerial position with the responsibility of building and managing a team of Salesforce solution managers

**Your ideal profile:**

- 5+ years experiences in designing, building, and owning digital solutions
- Proven technical skills on Salesforce Service Cloud, Marketing Cloud, Commerce Cloud, and/or Loyalty Cloud
- Solid understanding of architectural concepts and integration of digital applications in the overall application landscape
- Experience interacting with business customers and transforming business needs into working solutions
- Experience of working in parallel on multiple solutions and projects
- Experience with Atlassian products - JIRA & Confluence as a plus
- Experience in project management
- Experience in the coordination of external vendors
- Fluent English is a must have
- Excellent communication skills and autonomy

We offer:

You will never walk alone

*As a family owned business with more than 130 years of experience, Triumph embraces diversity throughout our global organization. Currently, our offices are present in over 40 countries across Europe and Asia, having many international teams collaborate together every day. Guiding our corporate behaviours are **respect** and **value** for our employees, but also Collaboration as one of our key Corporate Competencies, being a core part of our every day working environment.*

Make a Difference, together

*The future belongs to our children. At Triumph, we want to be proud of our commitment to building a sustainable society and protecting the environment, and we work everyday to ensure our products are manufactured in an sustainable way. This is our vision: We want to be a company that is characterized by responsible leadership and consideration for future generations and that cares for the legacy that we leave behind to our children.*

Putting People at the center

*At Triumph we are committed to our employees, they represent the foundation for our success. This means that as a company, we are driven to offer great career opportunities in a dynamic fast-paced organization. Our HR function across the globe strives to support our employees in their development, through our Triumph Learning Academy*

We continuously strive to recruit new talent, offering them one of the textile industry's most international working environments, excellent conditions and great development opportunities in a company still owned and managed by the founding families. Our headquarters employs people from more than 30 nationalities and as a European company, we are present in many key markets in Europe, like Germany, Italy, France and growing in Eastern Europe. We are proud to have become one of the leading players in Asia very early on, in countries like Japan, China and Singapore, as well as being an employer that people aspire to work for. As a company serving women, we fundamentally believe in gender equality and diversity. Women make up more than 50% of our company's workforce. In the last years, we have had a specific and successful drive to increase the number of women in management.

Triumph is committed to employing a diverse workforce. Qualified applicants will receive consideration without regard to race, colour, religion, sex, national origin, age, sexual orientation, gender identity, gender expression, veteran status, or disability.

If you are seeking a great opportunity to develop your career, please send us your CV in English by clicking on Apply.