



<https://excelnearshore.com/job/mulesoft-integration-engineer/>

## MuleSoft Integration Engineer

### Description

**Excel Nearshore** is looking for a **MuleSoft Integration Engineer** who will design and support cloud-based integrations in a med-tech setting, bridging Salesforce Clouds with on-prem Oracle systems to eliminate data silos and latency. This role focuses on scalable, secure solutions compliant with PHI standards, driving efficiency in sales, service, and financial workflows while supporting client growth through automation and proactive governance. This is a fully remote and full-time position from Costa Rica, in payroll with benefits.

### Responsibilities

- Develop, maintain, and support MuleSoft Anypoint Platform integrations, focusing on cloud-to-on-prem hybrid flows (Salesforce to Oracle EBS) to resolve data sync issues, latency in service tickets/HR tools (Dayforce/GLINT), and coexistence challenges with legacy Oracle SOA.
- Troubleshoot and optimize approximately 200+ annual integration-related tickets, including product/price/account/PRM data files, addressing silos and fragmentation in financial close processes or supply chain exchanges (e.g., GHX/UPS/FedEx).
- Implement API management for seamless connectivity between Salesforce (Sales/Service/Revenue Clouds) and on-prem systems, reducing hybrid complexity and ensuring compliance with PHI data standards during spikes like acquisitions or demand forecasting.
- Collaborate on AIOps and automation initiatives to proactively monitor and automate integrations, targeting 10-15% cost reductions through process optimization and reducing manual interventions in high-latency scenarios.
- Adhere to ITIL/ITSM frameworks for incident resolution, SLAs (e.g., rapid response for P1 issues during US/EMEA business hours), and ISO 27001 controls, including secure supplier relationships and cryptographic protections for cloud data flows.
- Participate in QBRs to identify trends in med-tech integrations like geolocation with Google, commissions with Xactly, proposing value-add enhancements like AI-driven anomaly detection to strengthen client partnerships.
- Handle on-call support for critical incidents outside core hours, ensuring scalability for company changes (e.g., user drops or spikes) via demand management forecasting.

### Success Metrics

- Achieve 95%+ SLA compliance for ticket resolution (e.g., resolving 90% of P2/P3 integration tickets within 8 hours), measured via ITSM tools.
- Reduce integration failure rates by 20% annually through proactive patching and automation, tracked in QBR reports against historical data.
- Contribute to 10% overall cost reductions in Y2/Y3 via AIOps implementations, with zero PHI-related incidents to maintain ISO 27001 certification.
- Maintain CSAT scores >4.5/5 from business stakeholders, with at least two

### Hiring organization

Excel Nearshore

### Employment Type

Full-time

### Beginning of employment

ASAP

### Duration of employment

Indefinite

### Industry

MedTech

### Job Location

Costa Rica

Remote work from: Costa Rica

### Date posted

January 12, 2026

unsolicited value-add insights per quarter (recommending AI anomaly detection for EDI flows).

## Qualifications

- Expertise in MuleSoft Anypoint Platform (API Manager, Runtime Fabric, Flow Designer) for building reusable APIs, handling REST/SOAP services, and integrating with cloud apps like Salesforce and on-prem middleware (Oracle SOA).
- Strong experience in hybrid integration patterns, error handling (retry policies, circuit breakers), and tools for monitoring performance/latency (Anypoint Monitoring, Splunk).
- Knowledge of healthcare compliance (HIPAA/PHI, GDPR) and managed services best practices, including secure data handling in multi-system environments with potential silos.
- Proficiency in Java, XML/JSON, DataWeave, and CI/CD pipelines for agile deployments, plus familiarity with EDI and file-based integrations like Power BI data files.
- Experience with ITSM tools for governance, SLA tracking, and escalation in global operations.
- Proven success in resolving hybrid latency issues and migrating from legacy systems, with examples of automation leading to efficiency gains.
- **Soft skills:** Client-focused mindset for building relationships, such as offering unsolicited insights on optimization to exceed expectations and foster long-term partnerships.

## Preferred Qualifications

- Bachelor's degree in Computer Science or related field.
- MuleSoft certifications (e.g., Developer/Architect).

## Job Benefits

- **Innovation:** Lead initiatives in AI audits or similar technological advancements to drive process innovation.
- **Knowledge Sharing:** Develop and deliver specialized training for new team members or cross-functional teams.
- **Industry Expertise:** Exposure to global med-tech trends via QBRs, potentially transitioning to client-facing advisory positions and to network professionally.
- High performers can advance to leading cross-client projects or contributing to ISO 27001 audits.

## Contacts

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