



<https://excelnearshore.com/job/salesforce-pod-lead/>

Salesforce POD Lead

Description

Excel Nearshore is seeking talented professionals to support our managed services engagement to support a leader in neuro and sensory medical devices. This involves a POD (team) structure for modularity and efficiency: Help Desk (central intake for incidents and requests), Infrastructure (on-prem/cloud stability and DR), Oracle (EBS-centric with focus on financials, integrations, and compliance), and Salesforce (cloud-based CRM with integrations).

Job Summary:

Lead Salesforce Clouds support/development for integrated MedTech CRM.

Success Metrics:

- Resolution >95%; adoption >90%; SLA >98%.

Responsibilities

- Manage Sales/Service/Revenue/Commerce; resolve integration latency (e.g., with Oracle/Dayforce).
- Handle projects (e.g., Siebel migration).
- Enforce ISO 27001 (e.g., data encryption); support geolocation/EDI.
- Drive automations; coordinate QBRs/SLAs.
- Mentor junior analysts and support career development.

Qualifications

- Bachelor's degree in IT or related.
- **Must Have Skills:** 10+ years; Salesforce Admin/Developer certifications; MuleSoft experience; ITIL Practitioner; bilingual (English/Spanish); HIPAA/GDPR knowledge.
- **Nice to Have Skills:** Apex scripting advanced; experience with Lightning migrations; prior medtech CRM implementations.

Job Benefits

Career Growth Opportunities

- **Strategic Technical Training:** Dreamforce, Global exposure, Innovation (AI flows)
- **Advanced Certifications:** Pursue specialized certifications like Architect certifications.
- **Leadership Development:** Opportunities to transition into a Delivery Manager or Technical Program Manager role, focusing on cross-POD coordination and client-facing strategy. Advance to enterprise CRM manager, Mentorship.

Contacts

Aarón Acuña Cordero | Human Talent Director

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 2, 2026

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