



<https://excelnearshore.com/job/salesforce-revenue-cloud-specialist/>

Salesforce Revenue Cloud Specialist

Description

Excel Nearshore is seeking a **Salesforce Revenue Cloud Specialist** to join a leading global company in the medical device and healthcare technology industry. In this role, you will support and optimize enterprise Salesforce environments, ensuring reliable order-to-cash operations and seamless platform performance across large-scale business processes.

You will act as a senior specialist responsible for leading issue resolution, supporting Revenue Cloud operations, and maintaining integrations across Salesforce multi-cloud environments. This position places a strong emphasis on Salesforce Revenue Cloud (CPQ/Billing), Oracle EBS integrations, root cause analysis, and continuous process improvement. The ideal candidate is comfortable operating independently in complex environments, managing high-volume workloads, and driving stable, scalable solutions across business-critical platforms.

This is a fully remote and full-time position from Costa Rica, in payroll with benefits.

Responsibilities

Revenue Cloud & CPQ Ownership

- Lead triage and resolution of live Revenue Cloud issues independently — order booking failures, quote errors, pricing discrepancies, tax bugs, and EBS sync failures.
- Own the full CPQ lifecycle: product configuration, pricing waterfalls, discount schedules, FlexSelect, quote templates, approvals, and order conversion.
- Self-manage a high-volume ticket backlog across Revenue Cloud, Sales Cloud, Service Cloud, and Field Service without daily direction.
- Support multi-region, multi-currency, and multi-OU operations including cross-cloud data flows.

Root Cause Analysis & Knowledge Management

- Drive root cause analysis on recurring issues — identifying patterns, preventing recurrence, and maintaining a living knowledge base.
- Document resolutions, workarounds, and configuration standards for team reuse.
- Proactively identify automation and process improvement opportunities across the Salesforce estate.

Oracle EBS Integration & Cross-Tower Work

- EBS ↔ Salesforce integration triage: failed order sync, invoice discrepancies, field mapping errors, and API failure diagnosis.
- Collaborate with Oracle EBS functional and integration teams on cross-tower incidents.
- Support the Siebel → Revenue Cloud migration and platform cutover coordination.

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

June 18, 2026

Governance & Service Delivery

- Contribute to weekly status reporting, QBR metrics, and service improvement planning.
- Mentor junior consultants and support knowledge transfer within the Salesforce tower.

Qualifications

Experience

- 10+ years hands-on Salesforce implementation and managed services support experience
- Deep expertise in Salesforce Revenue Cloud (CPQ and/or Billing) — this is the core of the role
- Proven experience across Sales Cloud, Service Cloud, and ideally Field Service or Experience Cloud
- Salesforce ↔ Oracle EBS integration experience; Oracle EBS strongly preferred (order-to-cash, invoice sync, pricing)
- Demonstrated ability to work independently across complex, high-volume Revenue Cloud environments without daily oversight
- Experience supporting multi-region, multi-currency Salesforce deployments

Technical Skills

- CPQ configuration: product rules, pricing methods, discount schedules, quote templates, approval chains, FlexSelect
- Salesforce Billing: invoice generation, payment terms, revenue recognition basics, billing rules
- Declarative tools: Flows, Process Builder, validation rules, page layouts, permission sets
- Integration diagnostics: REST/SOAP API errors, MuleSoft/SOA log triage, field mapping analysis
- Data management: SOQL, Data Loader, mass updates, deduplication, migration support
- ITSM practices: JSM or equivalent, SLA management, escalation paths, incident vs. request classification

Soft Skills & Work Style

- Self-directed, high-ownership mindset — you close tickets, not just triage them
- Clear written communication for asynchronous, globally distributed teams
- Comfortable in ambiguous, high-priority environments with shifting demands
- Collaborative across functional and technical towers (Oracle EBS, Integrations, DBA)

Preferred Certifications

- Salesforce Certified Administrator
- Platform App Builder
- Salesforce Certified Revenue Cloud Consultant
- Salesforce Certified Sales Cloud Consultant
- Service Cloud Consultant

Contacts

Aarón Acuña Cordero | Human Talent Director

aaron.acuna@excelnearshore.com