



<https://excelnearshore.com/job/senior-salesforce-revenue-cloud-functional-analyst/>

Senior Salesforce Revenue Cloud Functional Analyst

Description

Excel Nearshore is looking for a **Senior Salesforce Revenue Cloud Functional Analyst**, to optimize our client's Quote to Cash within Salesforce Revenue Cloud, focusing on CPQ, Billing, and revenue intelligence. This transitional role ensures compliant revenue operations in a medtech environment, addressing overlaps with Oracle EBS AR and silos in billing. The candidate will integrate L1/L2 support duties into the POD, collaborate with Sales Cloud and Oracle teams, drive automations/AI (Einstein Revenue Intelligence), and facilitate knowledge transfer for ramp-down, supporting cost reductions year-over-year. This is a fully remote and full-time position from Costa Rica, in payroll with benefits.

Responsibilities

- Provide functional expertise for Revenue Cloud: Configure and troubleshoot CPQ (product bundles, pricing rules), Billing (invoices, payments, subscriptions), and revenue recognition (amortization, ASC 606 compliance).
- Handle integrated L1/L2 support: Triage and resolve revenue-related tickets (billing errors, recognition discrepancies, CPQ quote issues) during business hours; provide on-call for P1 incidents impacting financials or compliance.
- Support end-to-end revenue flows: Analyze requirements, conduct fit-gap assessments, and implement configurations/enhancements for revenue orchestration, including integrations with Sales Cloud (quotes/orders), Oracle EBS (AR via MuleSoft/SOA), Xactly (commissions), and third-party tools (Esker/Billtrust).
- Conduct root cause analysis (RCA) for issues, implement corrective/preventive actions (CAPA), and optimize processes to improve revenue accuracy in medtech contexts.
- Enforce compliance and security: Align revenue processes with ISO 27001, HIPAA/GDPR (for PHI in billing data), and FDA guidelines; manage user access (RBAC), audits, and data integrity checks.
- Drive automations and AIOps: Identify opportunities for AI enhancements (Einstein for predictive revenue forecasting, automated billing validations) to support year-over-year cost reductions and innovation fund initiatives.
- Collaborate with POD teams (Sales/Service Cloud, Oracle Financials) on cross-functional issues; contribute to QBRs with insights on medtech trends.
- Maintain documentation for configurations, flows, and change management; participate in Change Advisory Board (CAB) reviews, user training, and facilitate knowledge transfer sessions for ramp-down continuity.
- Support minor development: Assist with Flow Builder, Apex (if needed), and testing for updates/migrations.

Success Metrics

- Achieve 98% revenue recognition accuracy and 95% billing timeliness SLAs, measured monthly via Revenue Cloud reports, minimizing medtech

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

February 10, 2026

compliance disruptions.

- Reduce MTTR for revenue incidents by 15% YoY through RCAs and automations, tracked in ITSM tools.
- Complete 100% of quarterly compliance audits (e.g., ISO 27001/HIPAA) with zero findings in revenue areas.
- Implement 10-15% process automations (Einstein predictions) annually, contributing to yearly cost reductions and reviewed in innovation fund reports.
- Attain CSAT scores >4.5/5 on handled tickets and QBR feedback, with effective KT and demonstrated value (e.g., 10% faster revenue cycles via optimizations).

Qualifications

- 7-10 years of functional experience with Salesforce Revenue Cloud, including CPQ, Billing, and revenue recognition in Cloud environments.
- Strong understanding of end-to-end revenue flows, including integrations with CRM (Sales Cloud), ERP (Oracle EBS AR via MuleSoft), and commissions tools in regulated industries like healthcare/medtech.
- Proficiency in configuration (price books, billing schedules, recognition rules), troubleshooting, and reporting (dashboards for revenue metrics).
- Familiarity with ITIL processes (incident, problem, change management) and ITSM tools for ticket handling.
- Knowledge of healthcare standards (PHI in billing, FDA compliance) and ISO 27001 controls (access/logging in revenue data).
- Excellent analytical and communication skills; ability to translate business needs into Revenue Cloud solutions empathetically, focusing on impacts.
- Bachelor's degree in Business, Finance, IT, or related field.

Preferred Qualifications

- Salesforce Certified Revenue Cloud Consultant or equivalent.
- ITIL Foundation certified preferred.

Contacts

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