

Nirmal Prince J

Enterprise Integration Architect | AI-Powered Automation Leader

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Professional Summary

Enterprise Integration Architect with 13+ years building event-driven, API-led systems that unify CRM, support, billing, and product telemetry. Specializes in AI Automation (workflow agents, RAG retrieval) and MuleSoft Integration (API-led connectivity, RAML/OAS, DataWeave). Achieved 95%+ retention rates, 40% churn reduction, and 50%+ productivity gains. Expert in Neon PostgreSQL, Cloudflare, Vercel, and SOC-style governance. HIPAA/PCI-DSS compliance experience.

Key Achievements

- 95%+ retention rate across EMEA MuleSoft enterprise accounts

\$2M+ expansion revenue, 40% churn reduction
- AI-driven automation reducing workload by 70%

50% CSM productivity improvement
- <0.5% error rate in integration projects

15+ successful case studies and advocacy programs

Technical Skills

- AI & Automation
- MCP, Salesforce Agentforce, LangChain, n8n, Make.com, RAG (pgvector)
- MuleSoft
- Anypoint Platform, Mule 3/4, API Manager, DataWeave, RAML/OAS, CloudHub 2.0
- Architecture
- API-led Connectivity, Event-driven, PostgreSQL (Neon), Kafka, MongoDB, Redis
- Cloud & DevOps
- AWS, Azure, GCP, Vercel, Cloudflare, Docker, Kubernetes, Terraform
- Programming
- Java, Python, TypeScript, REST/SOAP, GraphQL, OAuth 2.0, JWT

Work Experience

- Customer Success Manager - MuleSoft

06/2025 - Present

Salesforce.com India Pvt Ltd

Drive customer success for enterprise MuleSoft accounts achieving 95%+ retention rates

Lead Success Reviews, EBRs, and renewal planning with C-level executives

Created Customer Success Strategic Hub for unified account tracking
- Manager - Engineering - MuleSoft

01/2025 - 06/2025

Blue5Green LLC

Led MuleSoft integration projects for healthcare, finance, and enterprise clients

- Implemented AI-powered workflow automation reducing manual processes by 50%

Application Development Associate Manager

01/2024 - 12/2024

Accenture Solutions

- Delivered end-to-end MuleSoft projects with optimal resource planning
- Achieved P4 Expert Rating for exceptional project delivery

Senior Consultant

08/2021 - 01/2024

Deloitte Touche Tohmatsu India LLP

- Architected API-led connectivity solutions for retail and financial services
- Implemented OAuth 2.0, JWT security protocols with compliance adherence

Assistant Manager / Senior Engineer

12/2018 - 08/2021

Huawei Technologies India Pvt. Ltd.

- Designed Kafka-based event-driven integrations for telecom billing
- Received Energy Bean Award for 2 consecutive years

Certifications

Salesforce Certified MuleSoft Associate	MuleSoft Certified Developer - Level 1
MuleSoft Certified Developer - Level 2	MuleSoft Certified Integration Architect - Level 1
MuleSoft Certified Platform Architect - Level 1	Salesforce Certified Integration Architect
Salesforce Certified Data Architect	Salesforce Certified Catalyst Specialist

Education

Master of Engineering

Anna University • 2012 - 2014