Josh Dulberger

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Professional Summary

21x Certified Salesforce Technical Architect with over 7 years of experience in the Salesforce ecosystem providing implementation guidance and assistance for a variety of customers across multiple industries and clouds. Able to actively lead and support multiple stages throughout the project lifecycle including architectural discussions, preparing solutions and designs, hands-on development, testing, deployments, and ongoing maintenance. Passionate about guiding development teams to solve complex problems through innovative solutions and mentoring individuals to maximize their Salesforce expertise.

Professional Experience

Salesforce   March 2019 - Present

Technical Architect | Denver, CO | February 2022 - Present

- Serve as a trusted advisor on over 60 engagements ensuring smooth implementations that align with Salesforce best practices and minimize technical debt
- Educate customers and partners to enhance their project management strategies, technical governance, and development lifecycle processes
- Develop proof-of-concepts for highly requested functionalities to demonstrate capabilities to customers and provide guidance to partners
- Contribute as an advocate in the Commerce Practice to empower cohorts of employees by mentoring them throughout functional and technical courses

Senior Technical Consultant | Denver, CO | September 2020 - February 2022

- Reviewed implementation designs, custom code, and overall site performance to ensure efficiency, scalability, and adherence to best practices
- Provided guidance to customers and partners to map complex scenarios and requirements into viable Salesforce solutions
- Documented solutions and contributed code assets to the Commerce Practice to assist team members, partners, and customers
- Communicated with audiences of varying backgrounds and leadership levels on a regular basis

Senior Developer Support Engineer | Indianapolis, IN | March 2019 - September 2020

- Investigated and assisted Commerce Cloud customers with custom development that was implemented including code, integrations, and mobile applications
- Collaborated across teams to establish effective communication channels to ensure issues were resolved in an efficient and timely manner
- Improved business processes by customizing and enhancing the internal Salesforce environment used by the B2C Commerce Support Team
- Consistently drove customer success through service and support while achieving over a 95% customer satisfaction rating

Appirio   June 2017 - March 2019

Salesforce Technical Lead | Indianapolis, IN | February 2019 - March 2019

- Actively participated in design discussions to suggest best practices and out-of-the-box solutions when applicable
- Served as a primary point of contact for any defects and provided triage assistance to ensure timely resolution
- Mentored a team of developers, reviewed their work, provided feedback as necessary, and offered guidance for continued learning

Associate Salesforce Consultant | Indianapolis, IN | June 2017 - February 2019

- Created solutions to meet customer-specific needs through custom development including Lightning Components and Process Automation
- Performed research spikes and presented on technical demos to confirm outcomes were achievable and followed best practices
- Leveraged the Metadata API and source control tools to ensure changes were properly backed up and migrated to the production environment

Skills and Credentials

Salesforce Certifications and Accreditations

- System Architect	- Application Architect	- Advanced Administrator
- Integration Architect	- Identity and Access Management Architect	- Development Lifecycle and Deployment Architect
- Sharing and Visibility Architect	- Data Architect	- Platform Developer I
- Agentforce Specialist	- Data Cloud Consultant	- AI Associate
- Experience Cloud Consultant	- Sales Cloud Consultant	- Service Cloud Consultant
- Platform App Builder	- B2C Commerce Developer	- Administrator
- B2B Commerce for Developers	- B2B Commerce for Administrators	- Consumer Goods Cloud

Salesforce Expertise: Apex; Lightning Web Components; Process Automation; Experience Sites; Data Modeling; Integrations; SFDX; 450+ Trailhead Badges

Additional Expertise: Python; experience with Java; proficient with Git and other source control tools; knowledge of Agile methodology

Education

Master of Science in Information Technology Management
Indiana University | August 2020 - February 2024 | GPA: 4.0

Bachelor of Arts in Computer Science
DePauw University | Minor: Economics | August 2013 - May 2017 | GPA 3.46