

Joshua Dulberger

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Professional Experience

Salesforce, Indianapolis, IN

March 2019 – Present

Technical Architect, B2B Commerce | February 2022 – Present

Senior Technical Consultant, B2B Commerce | September 2020 – February 2022

- Review implementation designs, custom code, and overall site performance to ensure efficiency, scalability, and adherence to best practices
- Provide guidance and solutions for complex customer scenarios and requirements
- Document solutions and approaches to assist team members, partners, and customers
- Communicate with audiences of varying backgrounds and leadership levels on a regular basis

Senior Developer Support Engineer, B2C Commerce | March 2019 – September 2020

- Investigated and assisted Commerce Cloud customers with custom development that was implemented including code, integrations, and mobile applications
- Cross-collaborated with teams to ensure issues were resolved in an efficient and timely manner
- Improved business processes by customizing the internal Salesforce environment used by the Commerce Support Team
- Ensured customer success with over 95% customer satisfaction rating

Appirio, Indianapolis, IN

June 2017 – March 2019

Salesforce Technical Lead | February 2019 – March 2019

- Actively participated in design discussions and suggested best practices
- Assisted and served as a first source of communication to triage any defects
- Mentored a team of developers, reviewed their custom work, and provided feedback and guidance
- Close interaction with customer on daily basis through Agile methodology

Associate Salesforce Consultant | June 2017 – February 2019

- Created solutions to meet customer-specific needs through custom development including Lightning Components and Process Automation (Apex Trigger and Flows)
- Performed research spikes and presented on technical demos to confirm outcome is achievable and using best practices
- Use of the Metadata API and source control tools to ensure changes and progress were backed up and migrated properly to production environment
- Project experience working with Fortune 500 company in financial services sector

Skills and Certifications

Salesforce Skills

- Certified Application Architect
- Certified Platform App Builder
- Certified Data Architecture and Management Designer
- Certified B2C Commerce Developer
- Certified Administrator
- Certified Advanced Administrator
- Certified Platform Developer I
- Certified Sharing and Visibility Designer
- Certified Sales Cloud Consultant
- Certified Community Cloud
- Trailhead: 250+ Badges

Software Development Skills

- Languages: Experienced with Java, Apex, JavaScript, and Swift. Additional exposure to Python
- Development Environments: Visual Studio Code, Eclipse, and Xcode

Education

Indiana University, M.S. | Expected Completion 2023 | GPA: 4.0

- M.S. in Information Technology Management – Kelley School of Business

DePauw University, B.A. | August 2013 - May 2017 | GPA: 3.46

- Computer Science Major, Economics Minor