



Josh Dulberger

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Professional Summary

21x Certified Salesforce Technical Architect with over 9 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

Klaviyo

April 2025 - Present

Partner Systems Architect | Denver, CO | April 2025 - Present

- Collaborate with stakeholders to review, align, and translate critical business requirements into scalable and resilient technical solutions
- Provide technical leadership throughout project lifecycles, ranging from architectural guidance to hands-on development, testing, and deployment
- Oversee the ongoing maintenance and enhancements to a Partner-facing experience to ensure reliability and exceptional user experiences
- Actively support other technical teams through activities such as troubleshooting and sharing insight on broader systems impacts

Salesforce

March 2019 - April 2025

Technical Architect | Denver, CO | February 2022 - April 2025

- Served as a trusted advisor on over 60 engagements ensuring smooth implementations that align with Salesforce best practices and minimize technical debt
- Educated customers and partners to enhance their project management strategies, technical governance, and development lifecycle processes
- Developed proof-of-concepts for highly requested functionalities to demonstrate capabilities to customers and provide guidance to partners
- Contributed 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

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|------------------------------------|--|--|
| - 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; 500+ 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