

SHUBHAM DADHICH

Lead Consultant | Salesforce Application Architect

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SUMMARY

Results-driven Salesforce Application Architect with 7+ years of experience with 13 Salesforce Certificates, designing scalable CRM solutions for government and enterprise clients. Proven leader in Agile delivery, managing cross-functional teams to deliver \$15M+ digital transformation projects. Expertise in Salesforce Experience Cloud, Sales Cloud, Service Cloud, LWC, Apex, and enterprise integrations that drive efficiency, compliance, and business impact.

TECHINICAL SKILLS

Salesforce Technologies

- Apex, Visualforce, Lightning Web Components (LWC), Aura, Salesforce CPQ, Service Cloud, Sales Cloud, Experience Cloud, Pardot, Process Builder, Flows, Salesforce Reports & Dashboards

Deployment Tools

- Gearset, Bitbucket, GitHub, Force.com IDE, Visual Studio Code, SFDX CLI

Methodologies

- Agile, Scrum, DevOps, CI/CD, Version Control, Code Reviews, Release Management

Integration & APIs

- REST/SOAP APIs, External Services, Middleware Integration, Legacy System Migration

Other Tools

- Figma, Jira, HTML/CSS, JavaScript, JSON, XML
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KEY SKILLS

- Organizational and time management skills.
 - Corporate communications.
 - Leadership Skills
 - Mentorship
 - Problem solving.
 - Customer service.
 - Attention to details.
 - Fluent in English.
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EDUCATION

Master of Computer Applications (MCA)

2016-2018

Amity University

- Gold Medalist
- Final CGPA: 9.90

Bachelor of Computer Applications (BCA)

2013-2016

Aryan College

- Final CGPA: 8.0

WORK EXPERIENCE

Lead Consultant / Technical Lead, MTX Group Inc

Jan 2023 - Present

- Directed cross-functional Agile teams across high-impact public sector Salesforce programs, delivering three portals for 500K+ users.
- Improved platform scalability by 40% by designing modular Salesforce architecture using LWC and Apex.
- Reduced deployment failures by 40% and accelerated release cycles by implementing CI/CD with Gearset and Bitbucket.
- Standardized reusable Lightning Components and introduced code quality controls, enhancing development velocity by 30%.
- Converted complex stakeholder requirements into scalable technical solutions, shortening iteration cycles by 35%. across multiple government projects using Agile methodologies.
- Designed scalable Salesforce application architecture supporting 500K+ users across state portals.
- Partnered with business analysts and product owners to convert user stories into robust Salesforce solutions.

Senior Salesforce Consultant, MTX Group Inc

Jan 2021 – Jan 2023

- Led architecture for 10+ Salesforce implementations, modernizing workflows in public health and government operations.
- Coached 5+ junior developers, leading to a 25% reduction in defects and faster onboarding.
- Deployed Salesforce CPQ to optimize quoting cycles, boosting sales efficiency by 35%.
- Engineered LWC-based interfaces to reduce UI load times and improve user adoption by 40%. large-scale Salesforce implementations across public and health sectors.
- Enhanced user experience and performance through advanced LWC customization and optimization.

Salesforce Consultant, MTX Group Inc

Jan 2019 – Jan 2021

- Engineered AutoCAD-style interface within Salesforce to enable instant field estimates, cutting estimation time by 60%.
- Automated key business processes with Flows and Visualforce, saving 20+ hours per user monthly.
- Integrated Salesforce with external platforms using REST APIs, improving data consistency and decision-making speed. drawing interface within Salesforce for estimating and quoting in Service Cloud.
- Automated business processes using Flows and Visualforce, reducing manual data entry by 100%.
- Integrated Salesforce with external systems via REST APIs for real-time data synchronization.

Salesforce Developer / Trainee Consultant, MTX Group Inc

Jan 2018 – Jan 2019

- Developed internal tools (Timecard, E-learning, Idea Portal) adopted by 1000+ staff for enhanced productivity and collaboration.
- Automated deployments and improved testing reliability by adopting Gearset and Change Set strategies for DevOps pipelines. (Timecard, E-learning, Idea Platform) used by 1000+ employees for productivity tracking.
- Used Change Sets and Gearset for sandbox-to-production deployments with automated testing.

PROJECT EXPERIENCE

GA DECAL PreK Prevention

Tech Arch/Tech Lead

- Engineered an automated payment calculation system for Georgia DECAL Pre-K, reducing manual processing time from 42 hours to under 4 hours, enabling faster disbursement of funds to teachers and providers.
- Developed an online self-service portal for teachers and families to track attendance, monitor payment status, and submit applications for the Pre-K program, improving transparency and accessibility.

GA DECAL CAPS Enrollment System

Tech Arch/Tech Lead

- Design Solution for a self-service provider portal for CAPS enrollment, integrating MavQ AI tools and Azure-based document verification to automate approval workflows and significantly reduce manual processing.
- Automated backend workflows with Flows and Apex, reducing staff processing effort by 70%.
- Implemented a robust, automated payment flow with multi-step verification, ensuring accurate and timely disbursement of funds to childcare providers.
- Integrated comprehensive provider tools into the portal, including student attendance tracking, secure document management, application submission, payment status monitoring, and payment recoupment/reconciliation features.

Georgia Voter Registration Portal

Tech Lead

- Designed and developed a high-traffic voter registration platform for the State of Georgia, enabling over 500K+ users to securely register and manage their voting eligibility online.
- Optimized registration and voting processes, reducing end-to-end processing and on-site voting time by approximately 70%, significantly improving accessibility and efficiency.

Vermont State COVID Relief Suite

Tech Lead

- Delivered 15+ custom Salesforce applications under 4 months for pandemic relief administration.
- Automated eligibility and disbursement processes, enabling \$15M+ in payments to citizens.

New Mexico COVID Tracker & Vaccination Portal

Lead Developer

- Built public-facing Experience Cloud solution for contact tracing and scheduling.
- Integrated external APIs and ensured HIPAA compliance for sensitive citizen data.

Long Fence

Lead Developer

- Built an AutoCAD-like LWC application enabling offline map design on iPads, eliminating paper-based workflows in field operations.
- Implemented Salesforce Field Service Lightning to optimize scheduling, workload management, and resource allocation for field staff.
- Automated invoice generation and work estimation from digital diagrams, reducing processing time by 70% and improving billing accuracy.
- Led complete digital transformation, converting a fully paper-based organization into a 100% digital operation.

NC - DSDHH Service Management System	Lead Developer
<ul style="list-style-type: none"> • Developed an accessible management portal compliant with accessibility standards, enabling individuals with disabilities to easily navigate and use the system. • Reduced paperwork by 60% by digitizing workflows for managing schools and organizations supporting deaf, hard of hearing, and deafblind individuals. • Centralized program and partner management tools to streamline operations, improve data tracking, and enhance service delivery to the community. 	
Salesforce Case Management	Developer
<ul style="list-style-type: none"> • Designed and implemented a fully Visual Flow-based application leveraging out-of-the-box Salesforce functionality to streamline open case management across the organization. • Built a Help Desk management system using Visual Flows, enabling faster ticket creation and resolution, improving case handling speed by 80%. • Project showcased at Dreamforce New York as a best-practice example of innovative Flow-based solution design. 	
Board of Pension	Developer
<ul style="list-style-type: none"> • Developed a comprehensive employee management portal to centralize workforce data, streamline HR processes, and improve operational efficiency. • Built a fully dynamic organization chart using Lightning Web Components (LWC) to visually display and manage the organizational structure in real time. 	
MTX Internal Tools	Developer
<ul style="list-style-type: none"> • Developed Idea Submission, E-learning, and Time Tracking apps for internal use. • Improved productivity tracking and employee engagement by 60% across the organization. 	

AWARDS



MTX Tour Guide Award - August 2019



Emerging Developer of the Year - 2019



Above and Beyond - February 2021



Above and Beyond - September 2023



MTX Tour Guide Award - December 2023



MTX Tour Guide Award of the Year - 2023



Team Excellence Award - December 2023

CERTIFICATES



Salesforce Certified Administrator



Salesforce Certified Platform App Builder



Salesforce Certified Platform Developer 1



Salesforce Certified Platform Developer 2



Salesforce Certified Service Cloud Consultant



Salesforce Certified Experience Cloud Consultant



Salesforce Certified Einstein Discovery Consultant



Salesforce Certified Data Architect



Salesforce Certified Development Lifecycle and Deployment Architect



Salesforce Certified Sharing and Visibility Architect



Salesforce Certified Identity and Access Management Architect



Salesforce Certified Application Architect



Salesforce Certified AI Associate