

# RYAN BUMSTEAD

Salesforce Platform Architect | Omaha, NE | [ryan@ryanbumstead.com](mailto:ryan@ryanbumstead.com) | [GitHub](#) | [Portfolio](#) | [LinkedIn](#) | 720-234-9102

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## Professional Summary

Salesforce Platform Architect with 7+ years of experience bridging business requirements and scalable system design. Specialized in enterprise DevOps, Experience Cloud LWR, and Agentforce AI. Proven record of designing multi-cloud Salesforce/AWS architectures, enforcing governance-first delivery, and engineering automated CI/CD pipelines for high availability and fault-tolerant systems.

## Technical Projects

### Open-Source, Architecture-First Reference Implementation | [Portfolio Repository](#)

*An architecture-first reference implementation demonstrating enterprise delivery patterns prior to final UI completion.*

- **Executive Strategy:** Authored the [Executive Overview](#) to align technical delivery with business value, success criteria, and measurable ROI.
- **Program Governance:** Authored the [Program Charter](#) and [Technical Guide](#) to define scope, phased delivery, and enterprise design standards.
- **Enterprise Architecture:** Authored the Systems Architecture Specification (SAS) and [Executable Governance Guide](#). This design covers a governed multi-cloud architecture across Salesforce LWR, AWS Lambda, and Agentforce AI.
- **API-First Design:** Designed and published contract-first APIs using OpenAPI 3.0. This enforces governance via rate limiting, caching directives, and distributed tracing headers.
- **DevOps Engineering:** Engineered a zero-touch CI/CD pipeline using GitHub Actions and JWT authentication. This implementation includes delta deployments and automated quality gates using PMD and ESLint.
- **Resilience & Chaos Engineering:** Architected controlled failure simulation and chaos engineering patterns to validate the graceful degradation of third-party integrations like GitHub and Jira.
- **Outcome:** Demonstrates end-to-end Salesforce platform architecture combining governance, resilience, DevOps automation, and executive alignment.

### “Resume as Code” CI/CD Pipeline | [Resume Repository](#)

*A “Zero-Touch” CI/CD pipeline treating professional career documentation as a software product.*

- **Infrastructure as Code:** Architected an event-driven build pipeline transforming Markdown source into immutable PDF artifacts using Node.js, Pandoc, and GitHub Actions.
- **Security Architecture:** Implemented a “Secrets-First” design pattern, decoupling PII (Phone, Email) from the codebase using GitHub Secrets and Environment Variables to enable public repository visibility without data leakage.
- **Automated Governance:** Engineered custom Node.js scripts to audit hyperlinks, enforce formatting standards, and inject real-time portfolio statistics via the GitHub API prior to compilation.
- **Tech Stack:** GitHub Actions, Node.js, Docker, Mermaid.js, LaTeX.

## Professional Experience

### Salesforce Solutions Architect (Freelance) | Oct 2021 - Present

- **Strategic Partner:** Deliver enterprise-grade solution architecture and technical implementations across nonprofit, education, and public-sector organizations.
- **Metropolitan Community College Employer Hub (Design & PoC):** Diagnosed data silos and designed a unified Experience/Service Cloud hub. Delivered executive walkthroughs and prototypes to validate Flow automation and Einstein Activity Capture.
- **Greenville Literacy Association:** Led architectural evaluation of Education Cloud vs NPSP + PMM. Performed cost-benefit analysis leveraging the Salesforce Power of Us program.

- **Metropolitan Community College Career Skills Grant Management:** Architected a state-funded grant management platform processing \$5M+ in workforce development funds, implementing granular permission models and audit trails to meet public sector compliance requirements while reducing administrative overhead by 40%.

#### **CRM Developer (Salesforce)** | Creighton University | *Aug 2025 - Present*

- **DevOps Transformation:** Engineering the organization's first formal DevOps strategy by implementing CI/CD pipelines and enforcing code quality via PR reviews and static analysis.
- **Advanced Engineering:** Lead backend development using Apex triggers, asynchronous processing, and LWC to extend platform capabilities beyond declarative limits.
- **Team Leadership:** Design and deliver an upskilling program for junior developers to establish standards for maintainability and architectural consistency.
- **Strategic Advisory:** Advise IT leadership on Salesforce roadmap planning, architectural dependencies, and platform optimization.

#### **Application Administrator** | Creighton University | *Jun 2021 - Aug 2025*

- Administered Salesforce Service Cloud for 400+ users.
- Automated Experience Cloud contact and user provisioning to eliminate manual processing.
- Integrated Microsoft Power Automate for on-demand user provisioning, reducing setup time by 90%.
- Maintained Experience Cloud sites supporting 10,000+ external users.

#### **CAET Services Specialist II** | Metropolitan Community College | *Jul 2017 - Jun 2021*

- Implemented and administered Salesforce CRM supporting \$2M+ in workforce training programs.
- Managed workforce development web content using HTML, CSS, and JavaScript.

### **Technical Skills**

- **Salesforce Platform:** Apex, LWC, Visualforce, SOQL/SOSL, Flow, Experience Cloud (LWR), Service Cloud, Agentforce
- **DevOps & Tooling:** GitHub Actions, SFDX CLI, Git, JWT Auth, PMD, ESLint, VS Code, Jira
- **Architecture:** C4 Modeling, REST & OpenAPI Design, Event-Driven Architecture, Multi-Cloud (AWS Lambda, S3), FinOps
- **General:** JavaScript (ES6+), SQL, HTML, CSS

### **Education & Certifications**

#### **Associate's Degree in General Studies** *Metropolitan Community College (2025)*

#### **Salesforce Certifications:**

- Platform App Builder
- Administrator I & II
- Agentforce Specialist
- Education Cloud Consultant
- Data Cloud Consultant
- AI Associate
- Marketing Cloud Engagement Foundations