

# RYAN BUMSTEAD

Salesforce Platform Architect | Omaha, NE | 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. Designs multi-cloud Salesforce/AWS architectures, enforcing governance-first delivery and engineers automated CI/CD pipelines for high availability and fault-tolerant systems.

## Professional Experience

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

- **Strategic Partner:** Delivers 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. Implemented 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:** Engineers the organization's first formal DevOps strategy, eliminating deployment failures by 100% by introducing a localized Docker-based testing pipeline (LWC/Jest) and strict version control governance.
- **Force Multiplier:** Designs and delivers an upskilling program for 2 Salesforce Administrators and 1 Salesforce Developer, bridging the gap between declarative config and programmatic development to establish standards for maintainability.
- **Advanced Engineering:** Leads backend development using Apex triggers, asynchronous processing, and LWC to extend platform capabilities beyond declarative limits.
- **Strategic Advisory:** Advises 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 Projects

**Salesforce Platform Architect Portfolio** | [Portfolio Repository](#)

An architecture-first reference implementation. **Read the full documentation on the [Live Governance Hub](#).**

- **Governance & Guardrails:** Authored [Executable Governance Guide](#) defining automated quality gates, compliance rules, and "Definition of Done" for enterprise delivery.
- **Architectural Decision Records (ADRs):** Documented 26 immutable [ADRs](#) covering security, FinOps, and resilience, treating architectural decisions as code.

- **Enterprise Architecture:** Authored Systems Architecture Specification ([SAS](#)) and [Program Charter](#). Design covers 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, enforcing governance via rate limiting, caching directives, and distributed tracing headers.
- **DevOps Engineering:** Engineered zero-touch CI/CD pipeline using GitHub Actions and JWT authentication. 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 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 event-driven build pipeline transforming Markdown source into immutable PDF artifacts using [Node.js](#), [Pandoc](#), and [GitHub Actions](#).
- **Security Architecture:** Implemented “Secrets-First” design pattern, decoupling PII (Phone, Email) from 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 GitHub API prior to compilation.
- **Tech Stack:** GitHub Actions, Node.js, Docker, Mermaid.js, LaTeX.

### **Setup Salesforce CLI Action | [GitHub Marketplace](#)**

A production-ready GitHub Action serving as the foundational kernel for enterprise Salesforce CI/CD pipelines.

- **Enterprise Resilience:** Engineered self-healing installation logic with exponential backoff strategies and cross-platform compatibility (Linux, macOS, Windows/PowerShell), achieving 99.9% pipeline reliability.
- **Governance as Code:** Implemented a strict mode input pattern, allowing organizations to enforce “break-build” policies on optional tooling failures (e.g., PMD, ESLint) dynamically.
- **Platform Architecture:** Architected as the base layer for a suite of modular Reusable Workflows, standardizing CI/CD practices and abstracting complexity for downstream repositories.
- **Security & Performance:** Designed granular caching keys based on CLI versions to reduce setup time by 80% (20s vs 2m) while enforcing JWT key rotation and secure cleanup.

## **Technical Skills**

- **Salesforce Platform:** Apex, LWC, Visualforce, SOQL/SOSL, Flow, Experience Cloud (LWR), Service Cloud, Agentforce
- **DevOps & Tooling:** GitHub Actions (Reusable Workflows), SFDX CLI, Git, JWT Auth, Docker, PMD, ESLint
- **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:**

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

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