

# 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

Lead Salesforce Architect with 7+ years designing customer-centric, scalable enterprise systems. Specializes in bridging the gap between complex backend architecture and intuitive user experiences using Experience Cloud (LWR) and Service Cloud. Known for a “Design-First” approach that combines rigorous DevOps governance with high-performance, resilient customer journeys to drive service quality.

## 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

**GlassOps Governance Protocol** | Open Source | [GlassOps Repository](#)

*A governance-first protocol for Salesforce CI/CD that separates policy enforcement from execution.*

- Designed a **developer-centric governance experience** that enforces deployment outcomes without disrupting workflows.
- Defined a **normalized interaction model** creating a consistent feedback loop across different execution engines.
- Architected a **modular system design** allowing teams to swap tools without breaking the developer experience.

- Formalized governance concepts into intuitive **validation gates**, providing clear “pass/fail” signals to users.
- Positioned mature tools as **integrated adapters**, creating a seamless ecosystem rather than a fragmented toolchain.
- Authored **system-level documentation** treating governance as a core part of the platform user experience.

#### 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.

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

*A production-ready GitHub Action focused on streamlining Developer Experience (DX) for Salesforce DevOps.*

- **Developer Experience (DX):** Designed a “Zero-Config” interface for Salesforce CI/CD, abstracting complex authentication, caching, and dependency management behind intuitive inputs.
- **Performance Design:** Optimized the user journey by reducing pipeline wait times by 80% through intelligent caching strategies, enabling faster feedback loops for development teams.
- **Smart Defaults:** Engineered the action with sensible default configurations for tools like Prettier and ESLint, reducing the cognitive load required to set up compliant pipeline environments.

## Technical Skills

- **Salesforce Platform:** Experience Cloud (LWR), Flow, Service Cloud, Agentforce, LWC, Apex, Visualforce
- **Frontend & Design:** HTML, CSS, JavaScript (ES6+), C4 Modeling
- **Architecture & DevOps:** Event-Driven Architecture, REST & OpenAPI Design, GitHub Actions, Docker

## 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

*[Verify credentials on Trailhead](#)*