RYAN BUMSTEAD

Salesforce Platform Architect | **Omaha, NE** | **ryan@ryanbumstead.com** | **GitHub** | **Portfolio** | **LinkedIn** | **720-234-9102**

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 for Salesforce CI/CD pipelines.

- **Performance:** 20-45 second setup with intelligent caching (vs 2-3 min without)
- **Security:** JWT-based authentication with automatic key cleanup
- **Flexibility:** Fully optional plugin system - install only what you need
- **Community Impact:** Published to GitHub Marketplace for the Salesforce ecosystem

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