RYAN BUMSTEAD

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

Professional Summary

Lead Salesforce Architect with 7+ years designing customer-centric, scalable enterprise systems. Specializes in bridging complex backend architecture with intuitive user experiences using Experience Cloud (LWR) and Service Cloud. Known for a design-first approach that combines rigorous DevOps governance with high-performance customer journeys.

Technical Skills

- Salesforce: Experience Cloud (LWR), Service Cloud, Flow, LWC, Apex, Agentforce
- UX and Architecture: C4 Modeling, API Design, Event-Driven Systems
- DevOps: GitHub Actions, CI/CD Governance

Professional Experience

Salesforce Solutions Architect (Freelance) | Oct 2021 - Present

- Designed Experience and Service Cloud solutions focused on usability, clarity, and operational scale.
- Led design and proof-of-concept efforts validating Flow automation and AI-assisted workflows.

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

- Championing DevOps modernization and architectural standards adoption for the university Salesforce platform.
- Defined a governed DevOps model establishing deterministic validation and controlled release promotion to eliminate deployment failures.
- Designed structured certification and training paths for developers and administrators, including Salesforce platform fundamentals and MuleSoft integration curriculum (DEX-401: Essentials of Anypoint Platform Development).
- Led Apex and LWC development enabling experiences beyond declarative limits.

Selected Work

GlassOps Governance Protocol

- Designed governance as a developer experience providing clear pass/fail feedback.

Salesforce Platform Architect Portfolio

- Designed Experience Cloud (LWR) frontends backed by governed APIs.
- Implemented chaos engineering to validate graceful UX degradation during failures.

Resume as Code CI/CD Pipeline

- Architected an event-driven pipeline that transforms Markdown source into immutable PDF artifacts.
- Decoupled PII using GitHub Secrets to enable safe and public repository visibility.
- Engineered automated governance to enforce formatting standards and validate hyperlink integrity before compilation.

Education and Certifications

Associate's Degree : Metropolitan Community College (Completed 2025)

Salesforce Certifications: Platform Administrator I and II, Platform App Builder, Agentforce Specialist, Data Cloud Consultant, AI Associate.