RYAN BUMSTEAD

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

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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.

Salesforce Platform Architect Portfolio

Open-Source, Architecture-First Reference Implementation - GitHub Repository

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.
  - **Salesforce System API** (System API Docs)
  - **Portfolio Process API** (Process API Docs)
- **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.

Professional Experience

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.

Salesforce Solutions Architect (Freelance) | Oct 2021 – Present

- **Strategic Partner:** Deliver enterprise-grade solution architecture and technical implementations across nonprofit, education, and public-sector organizations.
- **MCC 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.
- **Career Skills Grant Management:** Architected a custom Salesforce application managing **$5M+ in grant funds** by implementing granular permission models and strict data governance.

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** from 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