

Ryan Heatherly

Senior Technical Lead · Enterprise SaaS & Cloud Infrastructure

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PROFESSIONAL SUMMARY

Senior Technical Lead with 9+ years of experience designing, automating, and optimizing enterprise SaaS operations in cloud-hosted, compliance-driven environments. Known for identifying root causes rather than patching symptoms — and for building the systems that prevent problems from recurring. Strong engineering instinct, proven track record of measurable organizational improvement, and a genuine passion for solving hard technical problems. Seeking a role where I own the problem, not just the ticket.

CORE SKILLS

Solution Architecture · Systems Design · Enterprise SaaS	Process Automation · Root Cause Analysis · KPI Dashboards
Cloud Infrastructure (AWS & Azure) · System Integrations	Technical Leadership · Pre-Sales Technical Consulting
API Design & Integration · SQL / MySQL / SQL Server	PowerShell · C# · Java · Jira · DevOps Collaboration

PROFESSIONAL EXPERIENCE

Technical Support Team Lead

Apr 2025 – Present

QAD · Remote

- Built KPI dashboards and case-routing automation that moved SLA adherence from 82% to 97% and cut average resolution time by 28% (9 → 6.5 days) — 98% CSAT maintained throughout
- Redesigned escalation and root-cause analysis workflows across global teams, eliminating repeat incident patterns and reducing long-term technical debt
- Partner with Engineering, Product, and DevOps on defect-trend analysis, release readiness, and systemic issue remediation
- Translate customer business requirements and operational constraints into clear technical feedback and solution recommendations
- Lead and mentor a team of 4 Technical Support Engineers across regulated, compliance-driven enterprise environments

Senior Technical Analyst

Feb 2020 – Apr 2025

QAD · Remote

- Owned technical resolution across cloud infrastructure, system integrations, OS, software defects, and SaaS customization — consistently resolving cases 57% faster than company target (9 days vs. 21)
- Functioned as the team's technical lead, guiding complex architecture conversations and solution design well before it was a formal part of the role
- Collaborated directly with Engineering to analyze defects, validate root causes, and confirm systemic fixes
- Authored and maintained security incident analysis distributed globally — translating complex technical findings into clear documentation for both technical and non-technical stakeholders

Technical Analyst

Nov 2017 – Feb 2020

QAD · Remote

- Owned complex issue resolution across application, infrastructure, and integration layers with no escalation path above — the buck stopped here
- Delivered at 52% faster than company target (11 days vs. 21) and built the technical intuition that would later drive team-wide process changes

- Resolved issues across connectivity, authentication, OS, software defects, build deployments, and SaaS configuration

IT Support & Systems

2011 – 2017

IHA · Ann Arbor, MI

- Provided frontline hardware, software, and access support for internal users and providers
- Configured and monitored server-based systems, security infrastructure, and electronic databases

SELECTED PROJECTS

WormBurner wormburner.ryanheatherly.com

Single-file web app for building golf league and tournament schedules. Generates round-robin rotations that are mathematically optimal for variety (every possible matchup represented before any repeats), shuffles starting holes per round so groups don't get stuck at the same tee, and exports Facebook-ready social images, season posters, printable scorecards, CSV, and JSON. Zero external dependencies — html2canvas and JSZip inlined so the app runs anywhere, even offline. Originally built for a friend who needed a couples scramble schedule and didn't want to fight a spreadsheet.

CrewBoard crewboard.ryanheatherly.com

Production PWA built entirely solo — no framework, no shortcuts. Volunteer shift scheduler with full CRUD, live search, PDF export, offline support, and JSON import/export. Deployed through 29 QA waves covering XSS hardening, state management, mobile UX, and service worker strategy.

PokéPal pokepal.ryanheatherly.com

Offline-first FireRed/LeafGreen companion PWA — type chart, full Pokédex with battle tips and evolution chains, location finder, gym guide, in-game trade tracker, and party builder. 3,800+ lines of Pokémon data bundled directly into the app with zero external API dependencies.

EDUCATION

Bachelor of Science — Psychology

Unexpectedly applicable to enterprise systems work — organizations and software fail for human reasons more often than technical ones.