

Ryan Heatherly

Solutions Architect / Senior Technical Lead (SaaS & Cloud)

Remote, U.S.

AWS Certified Solutions Architect – Associate

Professional Summary

Solutions Architect and technical leader with 9+ years of experience supporting and designing enterprise SaaS solutions in cloud-hosted, compliance-driven environments. Proven ability to bridge customer requirements, system constraints, and business outcomes through scalable architecture, integrations, and automation. Strong customer-facing communicator with hands-on experience in AWS, Azure, data systems, and PowerShell-based automation. Experienced partnering with Product, Engineering, and DevOps to reduce technical debt, improve reliability, and deliver long-term customer value.

Core Skills

Solution Architecture • Systems Design • Enterprise SaaS • AWS & Azure • Cloud Infrastructure

Troubleshooting

System Integrations • API Support • SQL / MySQL / SQL Server • Data Integrity & Performance

Incident & Escalation Management • Root Cause Analysis • System Reliability

PowerShell • C# • Java • Jira • Pre-Sales Technical Consulting

Professional Experience

Team Lead / Support Manager – EQMS Technical Support

QAD | Remote

Apr 2025 – Present

- Lead and mentor a team of 4 Technical Support Engineers supporting enterprise EQMS customers across regulated and compliance-driven industries
- Serve as escalation point for complex issues involving AWS-based cloud infrastructure, system integrations, data integrity, and performance
- Partner with Engineering, Product, and DevOps on bug-trend analysis, release readiness, and systemic issue remediation
- Translate customer business requirements and operational constraints into clear technical feedback and solution recommendations
- Introduced KPI dashboards and case-routing automation, improving SLA adherence from 82% to 97% and reducing average resolution time by 28% (9 → 6.5 days) while maintaining 98% CSAT
- Standardized escalation and root-cause analysis workflows across global teams, reducing repeat incidents and long-term technical debt

Technical Support Engineer III

QAD | Remote

Feb 2020 – Apr 2025

- Provided senior-level technical support for large enterprise customers using a cloud-hosted EQMS platform
- Served as technical lead for Support Engineers, guiding complex technical conversations and solution design
- Owned and resolved ~350 complex technical incidents annually across cloud infrastructure, system integrations, OS troubleshooting, software defects, and SaaS customization
- Analyzed and communicated software defects, collaborating with Engineering to validate root causes and confirm fixes
- Maintained and published security-related incident analysis documentation for global internal and external stakeholders
- Achieved an average resolution time of 9 days, outperforming the company target of 21 days by 57%

Technical Support Engineer II

QAD | Remote

Nov 2017 – Feb 2020

- Resolved moderately to highly complex issues across application, infrastructure, and integration layers
- Independently owned ~350 technical incidents annually, including connectivity failures, OS issues, software defects, build deployments, and SaaS configuration
- Troubleshot cloud and on-prem connectivity, authentication, and performance issues
- Achieved an average resolution time of 11 days, exceeding company targets by 52%

Early Technical & Systems Experience

IHA | Domino's Farms Office Park

2011 – 2017

- Provided frontline hardware, software, and access support for internal users and providers
- Supported end-user devices, network-connected systems, and application access
- Configured and monitored server-based systems, security infrastructure, and electronic databases
- Built foundational experience in incident response, system monitoring, documentation, and IT coordination

Certifications

AWS Certified Solutions Architect – Associate

Education

Bachelor of Science – Psychology