Luke Ireland

SOFTWARE IMPLEMENTATION | CUSTOMER ONBOARDING | TECHNICAL SUPPORT

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Professional Summary

Software implementation and technical support professional with nearly 19 years' experience across Windows-based systems and hospitality SaaS platforms, spanning an independent UK business and an international software group. Experienced across configuration, data migration, training, go-live and ongoing support. Progressed from frontline support through implementation, training and customer service leadership into Quality Assurance and Business Analysis, while remaining a trusted source of product knowledge and third-line technical support for overseas colleagues. Combines practical troubleshooting, clear communication and experience working remotely with distributed teams since 2020.

Core Skills

- Implementation and onboarding
- Requirements and workflow analysis
- Data migration and import preparation
- Project and stakeholder coordination
- Technical support and escalation
- Customer training and webinars
- Software configuration and integrations
- Manual QA, regression testing and user acceptance testing (UAT)

Selected Achievements

- Built a PMS Import Assistant using AI-assisted development to transform customer Excel exports into the required import format, reducing migration preparation from roughly half a day to around one hour.
- Trained new overseas colleagues in Australia, America and Europe, including Austria, on product functionality and customer workflows, sharing knowledge as the business expanded internationally.
- Used AI tools to create a JavaScript customisation for the booking engine, enabling Support to meet a customer requirement without waiting for a developer-led change. Tested the modification and booking workflow before handing it over for customer use.

Professional Experience

InnQuest EMEA (formerly Welcome Systems)

November 2007 – August 2026

Worked at Welcome Systems when it was a small independent UK software company, continuing through its acquisition by Valsoft in 2018 and subsequent work with international teams.

Quality Assurance & Business Analyst

2021 – August 2026

- Served as the go-to third-line technical support contact for colleagues across Australia, America and Europe, continuing to resolve complex escalations after moving into QA and Business Analysis. Investigated complex issues, reproduced faults and worked with developers on fixes.
- Translated customer needs and operational workflows into Jira stories, functional specifications and clear acceptance criteria, working with Product, Development and Support.
- Performed manual QA, regression testing and user acceptance testing across hospitality platforms, checking new features and fixes against requirements and real customer workflows.
- Supported onboarding, platform migrations and product pilots with configuration guidance, testing and customer feedback, including Guest Portal and self check-in workflows.
- Delivered customer webinars and demonstrations covering features and practical workflows across roomMaster Anywhere and Seekda Frontdesk, helping users understand changes and use the software confidently.

Earlier roles at InnQuest EMEA / Welcome Systems | 2007 - 2021
Customer Service Team Leader | Support Executive | Installation & Training Co-Ordinator | Projects Engineer | Support Engineer

- Delivered hospitality software implementations from requirements gathering and pre-installation preparation through configuration, customer training and go-live support.
- Worked directly with customers to understand their operations, coordinate implementation activities, prepare migration data and resolve issues affecting deployment.
- Installed and supported property management systems (PMS), EPOS and booking engines. Configured EPOS menus, stockfiles, prices, VAT settings and touchscreen layouts around each business.
- Delivered initial and follow-up training for business owners, managers and daily users, adapting explanations to their roles, workflows and technical confidence.
- Owned telephone, email and remote support enquiries through investigation, resolution or escalation, keeping customers informed and coordinating with internal teams and third-party providers.
- Investigated integration issues across PMS, EPOS, payments, hotel websites, online travel agents and global distribution systems. Used ToolPlus and Redash for data investigation and bespoke SQL-based reporting.
- Prepared hard drive images and installed EPOS hardware, POS printers and OPOS drivers. Troubleshot connectivity and Windows shares and permissions; ran and terminated network cabling.

Systems and Technical Knowledge

Hospitality: roomMaster Anywhere, Seekda Frontdesk, KUBE; Buttons EPOS, Centegra Quest and Datasym dPOS. Integration experience includes Lightspeed, Zonal, ICRTouch, MICROS, Squirrel, Booking.com, Expedia, Adyen and Stripe.

Tools: Jira, Confluence, Excel, ToolPlus and Redash. Working knowledge of SQL reporting; practical HTML, CSS and JavaScript using Cursor and ChatGPT. Built a dummy data generator to help Sales prepare realistic hospitality demo datasets.

Independent projects

My Meds Record | mymedsrecord.co.uk

Built and launched a medication recording web application, evolving an Excel schedule into a usable tool. Defined functionality, developed with AI assistance, tested user accounts and workflows, and refined the interface through iterative improvements.

Prompter | prompt.irelanl.com

Created a browser-based teleprompter for webinars and presentations that follows spoken scripts. Developed script editing, import/export, speech tracking and mobile layouts, testing and refining the experience across devices.

Volunteer Experience

Digital Content & Website Manager | The Charity Players
September 2021 – Present | (thecharityplayers.co.uk)

- Manage the website, SEO and digital content promoting productions, fundraising and membership. Improve page layouts and online journeys, and create practical tools including a themed browser game to support show promotion.

Education

BTEC First Diploma Level 2 in Systems Support | Merit
Northampton College | 2005 - 2006