

Luke Ireland

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Professional Summary

Technical Support, Implementation and Customer Success professional with nearly 19 years' experience delivering enterprise hospitality SaaS solutions across customer support, implementation, onboarding, training and product improvement.

Progressed throughout my career with InnQuest Software across software support, implementation, training, quality assurance and business analysis, helping customers troubleshoot complex issues, maximise software adoption and improve business outcomes.

Experienced in technical problem solving, requirements gathering, customer communication, software implementation, stakeholder engagement and cross-functional collaboration.

- Nearly 19 years' continuous progression within a leading hospitality software provider.
- Supported enterprise hospitality SaaS customers through software implementation, troubleshooting and successful product adoption.
- Collaborate with customers, Product, Development and Support teams to improve product functionality and enhance the overall user experience.
- Planned and delivered customer webinars and software demonstrations to support successful product adoption.
- Manage and develop the website, SEO and digital marketing for a volunteer-led community theatre group.

Core Skills

- Software Troubleshooting
- SaaS Support
- Software Implementation
- Customer Onboarding
- SQL Reporting (Working Knowledge)
- Jira & Confluence
- Customer Training & Webinars
- Requirements Gathering
- Stakeholder Management
- Product Support
- Hospitality Technology (PMS)
- Software Configuration
- Product Demonstrations
- User Acceptance Testing (UAT)
- Manual Quality Assurance

Professional Experience

InnQuest Software (formerly Welcome Systems / InnQuest EMEA)

November 2007 – August 2026

Quality Assurance & Business Analyst

2021 – August 2026

- Collaborated with customers, Product, Development and Support teams to improve product functionality and enhance the overall user experience.
- Investigate and troubleshoot customer-reported software issues, working closely with customers, support teams and software developers to identify root causes and deliver effective resolutions.
- Gather, analyse and document customer and business requirements through Jira stories, workflow documentation and functional specifications.

- Support customer onboarding, software implementation activities and product adoption initiatives, working closely with internal teams to deliver successful outcomes.
- Perform manual QA and regression testing across hospitality software platforms.
- Provide technical product expertise across Support, Product and Development teams, helping resolve customer issues and improve the overall customer experience.
- Planned and delivered bi-monthly customer webinars, providing software demonstrations, feature training and best-practice guidance to support customer adoption.
- Collaborate with cross-functional teams to improve products and deliver better customer outcomes.

Previous Roles within InnQuest Software

Customer Service Team Leader | Support Executive | Installation & Training Co-Ordinator | Projects Engineer | Support Engineer

Progressed through a wide range of customer-facing implementation, training, support and product-focused roles within the same hospitality software organisation.

- Delivered hospitality software implementations from installation through to customer onboarding, configuration, training and successful go-live.
- Installed, configured and supported Property Management Systems (PMS), EPOS systems, booking engines and hospitality software solutions.
- Used SQL-based reporting tools (ToolPlus and Redash) to investigate customer data, generate bespoke reports and analyse software usage to support troubleshooting and product improvement.
- Delivered customer training remotely and on-site, enabling successful software adoption and confident day-to-day use.
- Worked directly with customers to understand operational requirements and configure software solutions to meet their business needs.
- Worked alongside customers, project teams and internal stakeholders to plan implementation activities, resolve issues and support successful software deployment.
- Supported integrations with websites, Online Travel Agents (OTAs), Global Distribution Systems (GDS) and third-party hospitality services.
- Built long-term customer relationships while providing implementation expertise, technical support and product guidance.

Volunteer Experience

Digital Content & Website Manager (Volunteer)

The Charity Players | September 2021 – Present (thecharityplayers.co.uk)

- Manage and develop the website and digital presence.
- Create content promoting productions, fundraising and membership.
- Improve website visibility through SEO and digital marketing.

Personal Projects

- Designed and developed AI-assisted web applications including karaoke management and medication tracking systems.
- Gathered requirements, designed functionality, tested solutions and refined features through iterative development.