

Ryan Whitfield

Silver Spring, Maryland • 9083913315 • rwhitfield77@gmail.com • linkedin.com/in/ryanwhitfield

AWS Certified Solutions Architect and infrastructure strategist with 20+ years of experience delivering secure, scalable systems that drive business growth. Skilled in bridging executive vision with technical execution, I have built full-stack operations, integrated APIs, and architected cloud-native solutions in AWS. My focus is on high-impact, disciplined execution — designing serverless, resilient architectures that scale.

WORK EXPERIENCE

New Era Technology 08/2024 – Present **Infrastructure Design & Compliance Consultant** Washington DC-Baltimore Area

- Survey and validate IT infrastructure in high-security environments (banking, retail, data centers) to ensure compliance with internal IT standards and cloud migration frameworks.
- Evaluate network architecture, switch/router installations, and physical infrastructure to verify readiness for hybrid and AWS-connected systems.
- Interface with client engineers and IT leadership to review design specs, validate security standards, and confirm redundancy and failover configuration alignments.
- Lead site assessments that support AWS-aligned modernization plans, identifying potential risk, redundancy, and bandwidth challenges.
- Provide field documentation and high-level reporting for network topology, cabling routes, and system readiness to support scalable cloud and enterprise services.

BurnBox Pizza 03/2019 – 03/2025 **System Architect** Washington DC-Baltimore Area

- Built and scaled a multi-location restaurant brand with fully integrated digital infrastructure
- Integrated Toast POS with APIs (UberEats, DoorDash, AppFront, Grubhub) and AWS CloudFront for seamless ordering
- Directed backend networking, cabling, security, and operational architecture
- Designed and implemented cloud-aligned workflows to streamline ops and increase automation

Smoothie King DMV 06/2016 – 09/2023 **Multi Unit Franchise Investor** Washington D.C. Metro Area

- Managed multi-location franchise operations, infrastructure rollout, and backend optimizations
- Oversaw all vendor, POS, network install, and expansion strategy with a systems-first approach
- Introduced automation and reporting systems that improved efficiency across hiring, supply chain, and marketing

OSP 08/2014 – 09/2022 **Cloud Implementation Liaison & Product Strategist** Washington DC-Baltimore Area

- Led the technical alignment between customer requirements, HIPAA compliance, and platform architecture.
- Contributed to the transition of key platforms to AWS-aligned infrastructure and microservices.
- Interfaced with customer success, QA, and DevOps to ensure cloud-readiness and reliability.

Brand & Platform Strategist (Cloud UX Focus) Baltimore, Maryland Area

- Directed creative and user experience strategy for HIPAA-compliant SaaS tools across EHR/EMR, telehealth, and cloud analytics.
- Collaborated with engineering to shape platform design for AWS-based and on-prem health systems.
- Positioned user needs at the center of technical implementation across product roadmaps.

Student Watchers

03/2008 – 07/2014

Director of Growth & Sales Strategy

Washington DC–Baltimore Area

- Built and executed the company's B2B growth engine from scratch: lead flow, event outreach, sales scripting, follow-up sequences, and CRM logic
- Personally handled sales, prospecting, demos, and onboarding for school districts across multiple states
- Represented the company at conferences and educational procurement events to grow visibility and close deals
- Created pitch decks, marketing collateral, and sales scripts; ran end-to-end campaigns from cold lead to onboarding
- Built the customer service escalation system and contributed to district-level compliance documentation

Director of Technology Operations

Washington D.C. Metro Area

- Led complete rebranding and structural overhaul of Student Watchers, transforming it from a \$250K local service into a \$2.3M tech-enabled enterprise
- Architected the company's cloud-based platform (AWS) for guest scheduling, payroll integration, messaging alerts, and administrative automation
- Directed full-stack developers, UX/UI, and QA processes for custom reservation, compliance, and HR tools
- Created business-wide SOPs for scheduling, onboarding, marketing, and customer service
- Managed day-to-day operations including vendor relationships, office setup, employee systems, and compliance

EDUCATION

Bachelor's Degree in Computer Science/Computer Technology

Bowie State University

CERTIFICATIONS

AWS Cloud Technical Essentials

05/2025

AWS Certified Solutions Architect

05/2024

Amazon Web Services (AWS)

SKILLS

API Development & Workflow Automation, API Integration & Automation, AWS Cloud Architecture, AWS EC2 / S3 / RDS, Business Strategy, Cloud-Based Scheduling Systems, Cloud Computing, Cloud Migration Support, Compliance & Risk Assessment, Equinix + Financial Infrastructure Experience, Hybrid Cloud Strategy, Hybrid Infrastructure Design, Network Architecture Validation, Network Infrastructure Deployment, Project Execution & Delivery, SaaS Product Architecture, System Design & Integration, Technical Operations Leadership, Technical Project Delivery, Technical Site Survey & Audit