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Al Calderon

Senior Technical Customer Support Leader

PROFESSIONAL SUMMARY

Support operations leader with 15 years building and scaling global technical support organizations. Experienced in incident management, observability driven operations, and cross functional collaboration with Engineering, Product, and DevOps. I design operating models that create predictability at scale through structured governance, disciplined workflows, and operational analytics.

SKILLS

Support Platforms

- ServiceNow, Salesforce, Zendesk, Jira Service Management

Observability and Monitoring

- Grafana, Splunk, service monitoring, log analysis

Customer Insights and Analytics

- Gong, KPI reporting, operational analytics

Collaboration and Knowledge Management

- Confluence, Slack, Microsoft Teams

Automation and Workflow

- Google Apps Script, workflow automation, process optimization

EXPERIENCE

Global Director of Customer Support- Portnox

Director title held in a lean, hands-on organization

Austin, TX (Hybrid) | 07/2025 – 1/2026

- Led global support operations across regions, ensuring consistent execution, escalation discipline, and service reliability.
- Defined and operationalized the global support vision, introducing structured governance, standardized operating rhythms, and performance accountability.
- Led and developed regional managers and senior leaders, strengthening bench depth and increasing independent operational ownership across regions.
- Designed and implemented service level agreements (SLAs) across regions, aligning response and resolution standards with customer expectations and operational capacity.
- Built escalation frameworks, KPI dashboards, and reporting models in Salesforce to strengthen operational visibility, guide team prioritization, and reduce case variation.
- Partnered with Account Management, Customer Success, and Engineering to align onboarding readiness and high-touch enterprise engagements.
- Reduced operational noise through disciplined lifecycle management and standardized workflows, using Gong conversation analytics to identify improvement opportunities in client interactions and strengthen team performance.

Senior Manager, Client Support - Edgecast (Acquired and rebranded through Verizon → Yahoo → Edgio → Edgecast Cloud Services)

Remote | 09/2011 – 07/2025

Roles Held: Incident Manager → Technical Manager → Sr. Technical Manager → Manager, Client Support & Managed Cloud Security → Senior Manager, Client Support

- Directed a global enterprise support organization through four acquisitions, maintaining stability and operational maturity during structural change.
- Designed and implemented a pod-based global support operating model with defined governance and standardized operating rhythms.
- Designed and implemented a pod-based global support operating model with defined governance and standardized operating rhythms.
- Increased operational predictability by formalizing escalation paths, performance metrics, and lifecycle discipline, scaling support operations without proportional headcount growth.
- Led enterprise-wide adoption of AI-assisted workflows and automation, embedding diagnostic tooling into daily case handling.
- Partnered with Engineering, SRE, and DevOps to improve observability and root cause analysis, leveraging Grafana dashboards to monitor client service stability and identify anomalies during incident response.
- Owned major incident leadership for enterprise outages, using Grafana and Splunk to analyze service stability and log data while coordinating cross functional recovery and executive communication.
- Oversaw enterprise tooling strategy (ServiceNow, CRM, monitoring), improving routing precision and cost-to-serve predictability.
- Standardized and governed global service level agreements (SLAs) across regions, embedding response and resolution discipline into operating rhythms and executive performance reporting.

Technical Service Analyst - Edmunds Inc.

Santa Monica, CA | 05/2006 – 09/2011

Roles Held: IT Service Desk Technician → Service Analyst → Technical Service Analyst

- Managed Incident, Problem, Change, and Configuration Management under ITIL-based frameworks using ServiceNow.
- Led CAB meetings and post incident reviews, using Splunk log analysis to support root cause investigations, reducing repeat incidents and improving overall service reliability.
- Designed and deployed custom ServiceNow dashboards for SLA tracking, performance metrics, and operational visibility.
- Reduced user-impacting incidents by 19% and after-hours workloads by 43% through automation using Google Apps Script and internal tools.
- Built JavaScript and Google Sheets automations to streamline workflows and improve reporting accuracy.

EDUCATION

Bachelor of Science in Computer Information Systems - DeVry University

Generative AI for Data Analysts - IBM Online Certificate

Google Cloud Digital Leader Training Specialization - Coursera Online Certificates