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Al Calderon
Global Customer Support &
Service Operations Leader

PROFESSIONAL SUMMARY

Customer Support leader with 15 years of experience running global, high-volume technical support organizations in SaaS and infrastructure environments. Known for stabilizing operations, leading escalations, improving reliability, and building teams and processes that scale. Strong partner to Engineering, Product, and DevOps with a focus on incident reduction, service consistency, and customer trust.

CORE STRENGTHS

- Global 24×7 Support Operations
- Escalation & Major Incident Management
- SLA, MTTR, CSAT, Backlog & Escalation Health
- Incident, Problem & Change Management (ITIL)

- Cross-functional Leadership (Engineering, Product, DevOps)
- Support Process Design & Automation
- Zendesk, ServiceNow, Salesforce, Jira, Confluence

EXPERIENCE

Senior Manager, Customer Support Operations - Portnox
Portnox **|** Austin, TX (Hybrid) **|** 07/2025 – 01/2026
(Director title held in a lean, hands-on organization)

- Led day to day operations of a 24×7 global service desk, ensuring consistent coverage, smooth ticket flow, and effective escalation management across regions and shifts.
- Defined and tracked service desk KPIs including SLA compliance, response time, backlog health, and escalation rates, using data to drive performance improvements.
- Implemented standardized incident and request workflows to improve consistency, reduce rework, and improve customer experience across all support channels.
- Acted as senior escalation point for complex service desk issues, coordinating with engineering and leadership to ensure timely resolution and clear client communication.
- Coached frontline leaders and agents on ticket handling quality, prioritization, and customer communication standards.
- Built structured operational processes from the ground up, including standard procedures, training guides, quality expectations, and operational controls to ensure consistency across a multi-region organization.
- Applied Lean problem-solving principles to reduce unnecessary work, increase throughput, and streamline communication pathways.
- Created playbooks and procedural documentation used as standard work across regions, ensuring predictable and repeatable execution of high-impact tasks.
- Identified and removed barriers to performance, including tooling gaps, process gaps, unclear roles, and bottlenecks in handoffs.

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

● Led global enterprise Support teams through multiple acquisitions while maintaining SLA
  performance and customer trust.
● Introduced automation and AI-assisted workflows to improve ticket triage efficiency and reduce
  manual handling.
● Developed workload and capacity forecasting models using historical ticket trends, customer growth,
  and product adoption data to proactively plan staffing, coverage, and escalation readiness.
● Built and operated a follow-the-sun support model providing true 24×7 coverage across regions.
● Owned escalation paths, major incident response, and executive communications during
  high-severity outages.
● Established SLAs, escalation procedures, and incident workflows aligned to business and client
  expectations.
● Developed onboarding and training programs that improved case consistency and reduced time to
  effectiveness.
● Created KPI dashboards tracking volume, MTTR, SLA adherence, and escalation rates to guide
  operational decisions.
● Acted as primary liaison between customers, Engineering, and Product to turn recurring issues into
  platform improvements.

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, 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 Security & Operations - Coursera Online Certificates