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Al Calderon

Senior Manager, Customer Support & Services

PROFESSIONAL SUMMARY

Customer Support leader with over a decade of experience building and scaling global support teams. I drive results, cut through complexity, and make sure clients feel heard, supported, and confident in our partnership. My leadership style is rooted in urgency, reliability, and high quality service. I've steered teams through acquisitions, major system changes, and fast-moving, high-pressure environments, always keeping client trust front and center. I build structure where it's missing, empower teams to communicate with clarity and confidence, and use data to spark meaningful improvements. I'm passionate about elevating the customer experience, pushing continuous improvement, and aligning support operations with company goals to strengthen retention, loyalty, and long-term advocacy.

SKILLS

Technical Operations
• Global 24x7 operations leadership
• Intraday queue and staffing management
• Capacity and headcount planning
• Incident, problem, and change management
• Root cause analysis and post mortems
• Runbooks, playbooks, and SOPs

Tooling, Systems, and Data
• ServiceNow (Admin / Product Owner)
• Salesforce Service Cloud, HubSpot
• JIRA, Confluence
• Grafana, Power BI (dashboards and reporting)
• JavaScript, Google Apps Script, Python
• Ticket routing, workflows, and automations
• Monitoring, observability, alert tuning

Process, Program, and Delivery
• SLA and KPI design and reporting
• Cross team project delivery
• Vendor selection and management
• Onboarding of new products / services into Support

Leadership and Communication
• People leadership and coaching
• Cross functional collaboration with Product, Engineering, Sales, Legal, and Finance
• Exec level incident and status communication
• Client relationship and expectation management

EXPERIENCE

Director, Global Customer Support - Portnox
Austin, TX (Hybrid) | 07/2025 – Present

- Architected and scaled a proactive 24x7 global support organization spanning AMER, EMEA, and APAC, embedding follow-the-sun coverage to eliminate service gaps and guarantee global service continuity.
- Synergized support intelligence with Product and Engineering roadmaps, successfully translating recurring client pain points into proactive system improvements and measurable client outcome gains.

- Drove standardization across operations, enhancing visibility, accountability, and client satisfaction.
- Created and maintained knowledge ecosystems in Confluence and Salesforce to support training consistency and global growth.
- Drove data-driven decisions by leveraging Salesforce analytics to identify systemic issues and proactively create automation opportunities, improving overall operational efficiency

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 major acquisitions and rebrands, maintaining stability and trust through structural and cultural change.
- Architected a follow-the-sun model enabling true 24/7 coverage and streamlined global collaboration across time zones.
- Established and optimized SLAs, escalation paths, and incident workflows, aligning operations with organizational and client-level KPIs.
- Created onboarding and training frameworks to scale knowledge, ensuring consistent case handling and SLA adherence across regions.
- Championed a client-first culture, empowering engineers to take ownership, communicate with confidence, and exceed client expectations.
- Served as a bridge between clients, Product, and Engineering, turning recurring pain points into roadmap improvements.
- Launched and maintained KPI dashboards (ticket volume, resolution time, SLA compliance, escalation rates) to drive data-driven decisions and accountability.
- Led Major Incident Management for enterprise outages, coordinating cross-functional recovery teams and executive communications.
- Defined standardized escalation procedures and built repeatable playbooks for high-severity events.
- Collaborated with Legal, Product, and Sales to manage AUP, DMCA, and compliance-related escalations.
- Oversaw vendor selection and tooling strategy for ticketing, CRM, and monitoring platforms; implemented automation to reduce manual workload and human error. automation solutions to improve support workflows and reduce manual workload.

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
Understanding Google Cloud Security & Operations - Coursera Online Certificates
Digital Transformation with Google Cloud - Coursera Online Certificates
Infrastructure & Application Modernization, Google Cloud - Coursera Online Certificates
Innovating with Data and Google Cloud - Coursera Online Certificates