

Al Calderon

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PROFESSIONAL SUMMARY

Strategic IT leader with 14+ years of experience driving operational excellence, 24/7 system reliability, and customer satisfaction. Proven success leading global teams, optimizing support processes, and implementing Site Reliability Engineering (SRE) practices. Skilled in escalation management, data-driven decision-making, and full-lifecycle program execution to align support with business goals.

EXPERIENCE

Senior Manager, Customer Support

Edgecast · Remote | Feb 2025 – Present

- Built scalable support operations from the ground up—SLAs, Incident & Problem Management workflows, Change Management, and onboarding documentation.
- Created training and onboarding materials to standardize processes and reduce ramp-up time.
- Established escalation protocols and performance metrics to enhance resolution times and team growth.
- Aligned support strategy with product, engineering, and sales for end-to-end client success.

Manager, Client Support & Managed Cloud Security

Edgio · Remote | Jul 2022 – Jan 2025

- Led a global team of 12 engineers, improving uptime to 99.999% with proactive monitoring and automation.
- Reduced incidents by 30% and improved SLA adherence by 10% through root cause analysis and process improvement.
- Enhanced visibility with Grafana and Power BI dashboards; shortened resolution time by 13%.
- Collaborated with engineering to automate deployments and prevent outages.

Senior Technical Manager (SRE)

Yahoo · Playa Vista, CA | Sep 2018 – Jul 2022

- Led Incident Management, change control, and system monitoring initiatives.
- Cut repeat incidents by 20% and improved infrastructure reliability via post-mortem analysis and playbooks.
- Delivered real-time dashboards to support data-driven decisions and operational visibility.
- Streamlined ITSM processes, reducing operational workload by 10%.

Technical Manager

Verizon Digital Media · Playa Vista, CA | Jul 2014 – Sep 2018

- Built and owned ServiceNow processes for Incident and Problem management.
- Improved deployment efficiency and reduced incident response time by 15% through automation.
- Enhanced change adoption by 15% with governance frameworks.

Incident Manager

- Established Incident and Change management governance.
 - Built KPI dashboards in ServiceNow to track operational health and risks.
 - Led cross-functional teams to automate processes and improve customer experience.
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SKILLS

- **Technical Skills:** ServiceNow (Admin/Product Owner), JIRA, Confluence, Grafana, Power BI (Data Analysis), Salesforce, HubSpot.
- **Site Reliability Engineering (SRE):** Incident Management, Change Management, Automation, Observability, Uptime Optimization, Root Cause Analysis.
- **Management & Leadership:** Team Leadership, Customer Relationship Management, Cross-functional Team Collaboration, Mentorship.
- **Governance & Compliance:** Security Audit Support, Compliance Maintenance.

EDUCATION

- **DeVry University** - Bachelor of Science in Computer Information Systems
- **IBM Online Certificate** - Generative AI for Data Analysts
- **Coursera Online Certificates**
 - Understanding Google Cloud Security and Operations
 - Digital Transformation with Google Cloud
 - Infrastructure and Application Modernization with Google Cloud
 - Innovating with Data and Google Cloud