

# Al Calderon

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## PROFESSIONAL SUMMARY

Support and operations leader with 15+ years building and scaling global technical support organizations and incident management programs. Experienced leading cross-functional response efforts, improving service reliability, and partnering with Engineering, Product, SRE, and Operations teams to support high-availability platforms. Focused on building scalable operations through structured processes, meaningful metrics, and strong cross-functional alignment.

## CORE COMPETENCIES & TOOLS

**Operational Leadership** - Incident Management · Escalation Management · Service Reliability · Cross Functional Leadership

**Support Platforms** - ServiceNow · Salesforce · Zendesk · Jira Service Management

**Observability** - Grafana · Splunk · Service Monitoring · Log Analysis

**Analytics** - Gong · KPI Reporting · Operational Analytics

**Collaboration** - Confluence · Slack · Microsoft Teams

**Automation** - Google Apps Script · Workflow Automation · Process Optimization

## EXPERIENCE

### **Global Director, Customer Support - Portnox** Jul 2025 – Jan 2026

*Austin, TX (Hybrid) | Director-level scope in a lean, high-growth environment*

- 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.
- Cultivated and developed regional managers and senior leaders, strengthening bench depth and increasing independent operational ownership which improved SLA adherence by 50%.
- Designed and implemented SLAs across regions, aligning response and resolution standards with customer expectations and operational capacity.
- Built escalation frameworks and KPI dashboards for four regional teams, improving operational visibility by 50%.
- Established incident and escalation management frameworks, improving operational readiness and creating clear ownership during high severity customer impacting events.
- Created reporting models in Salesforce to strengthen 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 by 15% through disciplined lifecycle management, standardized workflows, and Gong conversation analytics to identify coaching opportunities.

### **Senior Manager, Client Support - Edgecast Cloud Services** Sep 2011 – Jul 2025

*Remote | Formerly Verizon → Yahoo → Edgio → Edgecast Cloud Services*

- Led a global enterprise support organization supporting Fortune 500 clients across North America, EMEA, and APAC.
- Established incident and escalation management frameworks, improving operational readiness and creating clear ownership during high severity customer impacting events.

- Led major incident response for enterprise outages impacting storage infrastructure, cloud services, platform availability, and client-facing applications, coordinating recovery efforts across Engineering, SRE, DevOps, and Operations teams.
- Guided the organization through four acquisitions (Verizon, Yahoo, Edgio, Edgecast), maintaining operational stability and service reliability during structural change.
- 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 headcount efficiency, scaling support operations without proportional headcount growth.
- Drove enterprise-wide adoption of AI-assisted workflows and automation, embedding diagnostic tooling into daily case handling which decreased MTTR by 15%.
- 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.
- Reduced total incidents by 30% and repeat incidents by 20% through root cause analysis, post-mortem reviews, and playbook development, while improving SLA adherence by 10%.
- Oversaw enterprise support tooling strategy (ServiceNow, CRM, monitoring platforms), improving case routing precision and cost-to-serve predictability.
- Standardized and governed global SLAs across regions, embedding response and resolution discipline into operating rhythms and executive performance reporting.

**Technical Service Analyst - Edmunds Inc.** Mar 2006 – Sep 2011

*Santa Monica, CA*

- 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 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 built with Google Apps Script and internal tooling.
- Built JavaScript and Google Sheets automations to streamline workflows and improve reporting accuracy.

## EDUCATION & CERTIFICATIONS

**B.S. in Computer Information Systems** — DeVry University

**Generative AI for Data Analysts** — IBM | *Online Certificate*

**Google Cloud Digital Leader Training Specialization** — Coursera | *Online Certificate*