

# RALPH ESPOSITO

Customer Success | Strategic Accounts | AI & Enterprise Technology

201.220.1106 • ralph@esposito.pro • linkedin.com/in/ralphesposito • esposito.pro

---

## PROFESSIONAL SUMMARY

Strategic Customer Success leader with 10+ years of experience managing complex enterprise accounts and driving AI adoption across global technology organizations. Currently leading a high-performing team of Technical Account Managers at Twilio supporting strategic enterprise clients, with a track record of 95%+ CSAT, 50% reduction in churn, and measurable ROI delivery. Deep technical fluency across APIs, AI/ML integrations, cloud communications, and SaaS platforms, with hands-on experience advising Fortune 500 and digital-native businesses on roadmap alignment and scaled adoption. Passionate about the responsible development of AI and eager to bring both business acumen and technical expertise to Anthropic's Customer Success mission.

## CORE COMPETENCIES

Strategic Account Management • AI Adoption & Change Management • Customer Success Planning • Executive Stakeholder Engagement • Cross-Functional Collaboration • Consumption & Seat-Based Growth Models • Technical Advisory (APIs, AI/ML, SaaS) • QBR & Executive Business Reviews • ROI Documentation & Value Realization • KPI/OKR Frameworks • Voice of the Customer • Expansion & Upsell Strategy

## EXPERIENCE

### Manager, Personalized Support (Strategic Accounts) *Mar 2023 – Present*

Twilio | New York, NY

- **Strategic partner and trusted advisor** to a global portfolio of enterprise accounts, aligning Twilio's product capabilities with complex, multi-stakeholder business objectives across communications, AI, and cloud platforms.
- **Drove measurable customer outcomes:** maintained 95%+ CSAT, reduced customer churn by 50% through proactive escalation management and empathetic account stewardship.
- **Led AI-informed product adoption strategies**, collaborating with Product and Engineering to translate customer use cases into roadmap priorities, reducing customer roadblocks by 30%.
- **Developed and executed change management and enablement strategies** including training programs, KPI frameworks, and operational playbooks that increased team productivity by 15% and reduced escalations by 20%.
- **Scaled a global TAM team by 100%** through targeted hiring, onboarding, and coaching, improving employee engagement and retention through structured development pathways.
- **Established cross-functional QBR cadences** with Sales, Account Executives, and Engineering to ensure seamless customer lifecycle management and proactive expansion planning.
- **Quantified and documented customer value** through ROI reporting and business outcome analysis, building internal business cases for continued and expanded investment.

### Technical Account Manager *Sep 2021 – Mar 2023*

Twilio | New York, NY

- Delivered white-glove technical support and strategic advisory to dedicated enterprise clients on Messaging, Voice, Email, APIs, SDKs, and helper libraries.
- Served as primary technical point of contact for senior stakeholders, diagnosing carrier issues, data anomalies, and complex integration challenges with rapid resolution.
- Reduced average response time by 20% through implementation of structured issue triage and resolution workflows.
- Member of Twarriors ERG (Twilio employees with military experience), contributing to inclusive workplace culture.

### Senior Technical Support Engineer / Team Lead *2018 – 2021*

Olapic | Social Native | New York, NY

- Led a team of five engineers supporting a global enterprise client base, achieving 20% improvement in average response time and consistently high satisfaction scores.
- Partnered cross-functionally with Product, Engineering, and Sales to launch new products and workflows, boosting operational efficiency by 30%.
- Decreased unnecessary escalations by 25% through root cause analysis, trend identification, and proactive client communication.
- Authored client-facing and internal knowledge base content; developed training curricula enabling enterprise clients to maximize platform value.
- Refined SLAs, priority definitions, and escalation workflows to support scalable, high-quality support operations.

### **Technical Support Engineer** *Nov 2020 – Sep 2021*

**CoreLogic (Roostify)** | New York, NY

- Diagnosed and debugged complex software issues using advanced root cause analysis, improving average resolution time by 30%.
- Served as primary support POC for a top-tier commercial bank account, managing all open issues to resolution and driving client satisfaction.
- Troubleshoot robust REST APIs and utilized Splunk to analyze SQL logs; authored technical documentation for internal and external stakeholders.

### **Client Services Specialist / Executive** *Sep 2014 – Nov 2017*

**Thomson Reuters** | New York, NY

- Managed technical inquiries and configuration requests for a SaaS-based Online Video Platform, translating complex client requirements into effective, cost-efficient solutions.
- Partnered with Product and Engineering on continuous improvement initiatives, updating knowledge bases and optimizing workflows to meet uncompromising SLAs.

## **EDUCATION & CERTIFICATIONS**

---

### **MBA – Business Administration** *2026 - 2027*

**Augment.org (OneDay MBA)** |

### **AI Agents & Workflow Automation** *2025*

**Rutgers School of Business** |

### **AI Prompt Engineering Certification** *2025*

**Rutgers School of Business** |

### **Full-Stack Developer Certification** *2017–2018*

**Rutgers University** |

**Additional Certifications:** CNE (Certified Negotiations Expert) • CompTIA A+ • Full Stack Developer • Communicating with Empathy • Leading with Empathy • Be the Manager People Won't Leave • Petty Officer, U.S. Coast Guard Reserve (Information Systems Technician)

## **TECHNICAL SKILLS**

---

**AI/ML & Platforms:** Claude API, LLM integrations, AI workflow automation, Prompt Engineering, Anthropic Claude for Enterprise

**APIs & Development:** RESTful API, Postman, JavaScript, Node.js, React, MySQL, MERN Stack, HTML5, CSS3, Git, Heroku

**Customer Success Tools:** Salesforce, Zendesk, JIRA, Confluence, Intercom, Kibana, Looker, Mode, Chartio, Google Analytics

**Methodologies:** Agile/Scrum, SDLC, KPI/OKR Setting, QBR Design, Change Management, Center of Excellence Development, Train-the-Trainer Programs