

RALPH ESPOSITO

Manager | Senior Manager | Director

Customer Success • Technical Operations • AI-Enabled Enterprise Teams • SaaS & Cloud Platforms
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EXECUTIVE PROFILE

Results-driven technology leader with 10+ years of progressive management experience building, scaling, and optimizing global enterprise support and customer success organizations. Track record of translating complex technical environments into measurable business outcomes across SaaS, cloud communications, and AI platforms. Equally effective as a people leader developing high-performing distributed teams and as a strategic operator designing the systems, frameworks, and playbooks that drive organizational efficiency at scale. Known for bridging the gap between technical and executive stakeholders, driving cross-functional alignment, and embedding AI-enabled workflows that compound team performance over time. U.S. Coast Guard Petty Officer with a career defined by accountability, discipline, and mission-first thinking.

95%+ CSAT sustained | **50%** churn reduction | **100%** team capacity scaled | **30%** fewer customer roadblocks | **20%** reduction in escalations

LEADERSHIP COMPETENCIES

Global Team Leadership & Development • Organizational Scaling & Workforce Planning • P&L Awareness & Budget Management • Executive Stakeholder Communication • AI-Enabled Operations • Customer Success Strategy • Change Management & Enablement • Cross-Functional Program Management • KPI/OKR Design & Governance • QBR & Executive Business Reviews • Voice of the Customer • Process Architecture & Continuous Improvement • Vendor & Partner Management • Hiring, Coaching & Performance Development

PROFESSIONAL EXPERIENCE

Manager, Personalized Support *Mar 2023 – Present*

Twilio • New York, NY

Led a globally distributed team of Technical Account Managers supporting Twilio's most strategic enterprise accounts, operating at the intersection of customer success, technical operations, and organizational leadership.

People Leadership & Organizational Development

- **Scaled global TAM team by 100%** through full-cycle hiring, structured onboarding, and individualized development plans, building bench strength while maintaining operational continuity.
- Improved team performance by 20% through targeted coaching, skills gap analysis, and tailored enablement programs; drove a measurable 10% increase in employee satisfaction scores.
- Championed DEI initiatives across a globally distributed team, fostering an inclusive culture that improved retention and cross-cultural collaboration.
- Mentored TAMs into senior and lead roles, establishing a culture of internal mobility and continuous professional growth.

Strategic Operations & Program Management

- Designed and implemented a KPI/OKR reporting framework adopted across the support organization, yielding a 15% increase in team productivity and improved SLA adherence.
- **Built and operationalized cross-functional QBR cadences** with Sales, Account Executives, Implementation, and Engineering teams, creating a shared accountability structure for customer lifecycle outcomes.
- Developed scalable operational playbooks and escalation frameworks that reduced customer-facing escalations by 20% and enabled the team to absorb growth without proportional headcount increases.
- Launched a prompt engineering and AI workflow initiative, deploying reusable AI tools for reporting, escalation triage, and executive communication, reducing manual effort by 20%.

Customer & Revenue Outcomes

- Sustained 95%+ CSAT across a portfolio of global enterprise accounts by embedding a customer-empathy culture with rigorous outcome measurement.

- Reduced customer churn by 50% through proactive escalation management, executive relationship building, and early risk identification.
- Partnered with Product and Engineering to advocate for customer needs, translating voice-of-the-customer data into roadmap priorities that reduced customer roadblocks by 30%.
- Documented and quantified customer ROI through structured business reviews, building internal business cases that supported renewal and expansion decisions.

Technical Account Manager *Sep 2021 – Mar 2023*

Twilio • New York, NY

Senior individual contributor serving as the primary technical and strategic point of contact for dedicated strategic enterprise accounts across messaging, voice, email, and API platforms.

- Delivered white-glove technical advisory and strategic guidance to enterprise clients including developers, architects, and C-suite stakeholders, building relationships that supported long-term retention.
- Reduced average response time by 20% through implementation of structured triage workflows, directly improving client satisfaction and SLA performance.
- Diagnosed complex carrier-level issues, API failures, and data anomalies across high-volume enterprise environments, consistently resolving issues with minimal business disruption.
- Served as member of Twarriors ERG, contributing to veteran community programming and inclusive culture initiatives across the organization.

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

Olapic | Social Native • New York, NY

Promoted into team leadership role overseeing a team of five engineers supporting a global enterprise customer base on a visual content SaaS platform.

- Directed daily team operations including queue management, escalation oversight, SLA governance, and weekly performance reviews, achieving 20% improvement in average response time.
- Partnered cross-functionally with Product, Engineering, and Sales on new product launches and process redesigns, improving operational efficiency by 30%.
- Reduced unnecessary escalations by 25% by implementing root cause analysis protocols and proactive client communication standards.
- Authored comprehensive client-facing and internal knowledge base content; built technical training curricula that reduced onboarding time and improved team consistency.
- Refined SLA definitions, priority frameworks, and escalation workflows, establishing the operational foundation for scalable support delivery.

Technical Support Engineer *Nov 2020 – Sep 2021*

CoreLogic (Roostify) • New York, NY

- Designated technical POC for a top-tier commercial bank, managing the full lifecycle of all open issues and projects with strict confidentiality and SLA compliance.
- Improved average resolution time by 30% through advanced root cause analysis, Splunk log review, and REST API diagnostics; authored documentation adopted across the support org.

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

Thomson Reuters • New York, NY

- Managed enterprise client relationships for a SaaS Online Video Platform, translating complex technical requirements into cost-effective solutions while maintaining rigorous SLA adherence.
- Served as Subject Matter Expert and vendor relationship manager, partnering with engineering and operations on continuous improvement initiatives that optimized workflows and reduced incident response time.

LEADERSHIP BEYOND THE ROLE

Founder & CEO *Oct 2025 – Present*

MDLMN Technologies LLC • New Jersey

- Founded and operate a Chrome extension startup integrating Twilio communications APIs, overseeing product development, brand positioning, go-to-market strategy, and technical architecture, demonstrating full-stack entrepreneurial leadership alongside a demanding corporate role.

Petty Officer | Information Systems Technician *Jul 2019 – Present*

U.S. Coast Guard Reserve

- Serve in an active Reserve capacity maintaining federal IT infrastructure, networking systems, and communications equipment, reinforcing a 13-year commitment to national service, operational discipline, and mission-first leadership.
- Recipient of the National Defense Service Medal and USCG Pistol Marksmanship Ribbon.

EDUCATION

MBA – Entrepreneurship 2025 – 2027 (*In Progress*)
[OneDay MBA \(Augment.org / Oneday\)](#)

AI Agents & Workflow Automation Dec 2025 – Feb 2026
[Rutgers School of Business – Camden](#)

AI Prompt Engineering Certification Sep – Nov 2025
[Rutgers School of Business – Camden](#)

Full-Stack Developer Certification 2017 – 2018
[Rutgers University](#)

TECHNICAL FLUENCY

AI & Automation: Generative AI, Prompt Engineering, LLM Integrations (Claude API, Ollama), AI Workflow Automation, Custom GPT Development

Platforms & Tools: Salesforce, JIRA, Confluence, Zendesk, Intercom, Kibana, Looker, Mode, Chartio, Google Analytics, Zapier

Development: RESTful API, JavaScript, Node.js, Python, React, MySQL, MERN Stack, HTML5/CSS3, Git, Postman, Splunk

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

ADDITIONAL

Certifications: CompTIA A+ • CNE (Certified Negotiations Expert) • Full Stack Developer • Communicating with Empathy • Leading with Empathy • Be the Manager People Won't Leave

Other: Licensed Real Estate Agent (NJ) • IT Consultant (25+ years, independent practice) • International property owner (Umbria, Italy)