

RALPH ESPOSITO

Customer Success & Technical Operations | AI-Enabled Teams | CPaaS & SaaS Cloud Platforms
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95%+ CSAT sustained | 0% Churn in '25/'26 | 100% team capacity scaled | 50% reduction in escalations

PROFESSIONAL EXPERIENCE

Manager, Personalized Support | **Twilio**

Mar 2023 – Present | New York, NY

Previously: Technical Account Manager (Sep 2021 – Mar 2023)

- Doubled global TAM team capacity through full-cycle hiring and structured onboarding, building bench strength across 4 regions while maintaining operational continuity and zero service disruption
- 20% improvement in team performance through targeted coaching, skills gap analysis, and tailored enablement programs, driving a parallel 10% increase in employee satisfaction
- 15% increase in team productivity by designing and implementing a KPI/OKR reporting framework adopted across the entire support organization
- 50% reduction in customer-facing escalations by developing scalable operational playbooks and escalation frameworks that enabled 100% growth without proportional headcount increases
- Built cross-functional QBR cadences spanning Sales, Account Executives, Implementation, and Engineering, creating a shared accountability structure for customer lifecycle outcomes
- 20% reduction in manual effort by launching a prompt engineering and AI workflow initiative, deploying reusable AI tools for reporting, escalation triage, and executive communication
- 95%+ CSAT sustained across a portfolio of global enterprise accounts by embedding a customer-empathy culture with rigorous outcome measurement
- 0 churn in 2025/2026 through proactive escalation management, executive relationship building, and early risk identification

Technical Support Engineer | **Roostify by CoreLogic**

Nov 2020 – Sep 2021 | New York, NY

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

Manager, Technical Support | **Olapic by Social Native**

Jul 2018 – Nov 2020 | Technical Consultant (Part-time): Nov 2020 – Present | New York, NY

Previously: Team Lead (Jan 2020 – Apr 2020), Senior Technical Support Engineer (Jul 2018 – Jan 2020)

- 20% improvement in average response time while directing daily operations including queue management, escalation oversight, and SLA governance for a team of five engineers
- 30% improvement in operational efficiency through cross-functional collaboration with Product, Engineering, and Sales on new product launches and process redesigns
- 25% reduction in unnecessary escalations through root cause analysis protocols and proactive client communication standards

Technical Support Engineer (Strategic Accounts) | **Kaltura**

Sep 2017 – Jul 2018 | New York, NY

- Assigned to platinum enterprise accounts, diagnosing complex issues across MediaSpace, KMC, CaptureSpace, Video PaaS, and KalturaCapture to ensure minimal service disruption
- Built close partnerships with key accounts through regular status reviews, cross-functional collaboration with Product and Development teams, and delivery of analytical reports on customer needs

Client Services Specialist / Executive | **Thomson Reuters**

Sep 2014 – Nov 2017 | New York, NY

- Managed enterprise client relationships for 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

EDUCATION

MBA - Entrepreneurship (In Progress, 2025-2027) | OneDay

AI Agents & Workflow Automation (Dec 2025 - Feb 2026) | Rutgers School of Business-Camden

AI Prompt Engineering (Sep - Nov 2025) | Rutgers School of Business-Camden

Full-Stack Developer (2017-2018) | Rutgers University

CERTIFICATIONS

CompTIA A+ | CNE (Certified Negotiations Expert) | Communicating with Empathy | Leading with Empathy | Be the Manager People Won't Leave

MILITARY SERVICE

U.S. Coast Guard Reserve — Petty Officer | Information Systems Technician (IT) (Jul 2019 – Present) | Petty Officer | Machinery Technician (MK) (Apr 2013 – Jul 2019) — National Defense Service Medal | USCG Pistol Marksmanship Ribbon