

RALPH ESPOSITO

Customer Success & Technical Operations | AI-Enabled Teams | CPaaS & 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 | 0% Churn in '25/'26 | 100% team capacity scaled | 50% 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 | 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

LEADERSHIP BEYOND THE ROLE

Founder & CEO | MDLMN Technologies LLC (Oct 2025 – Present) - SaaS Startup integrating CPaaS APIs (Voice, SMS & Email); overseeing product development, brand positioning, go-to-market strategy, and technical architecture

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