# CHRISTOPHER S. PEDERSON

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## DIRECTOR, TECHNICAL SUPPORT — SAAS & CLOUD OPERATIONS

## PROFESSIONAL SUMMARY

Customer support and technical support leader with 20+ years scaling global, 24x7 support organizations for SaaS, cloud, and enterprise software companies. Proven track record building and leading distributed teams across multiple time zones, reducing escalation risk, and driving SLA/CSAT performance through data-driven support strategy, automation, and process transformation. Hands-on experience evaluating and rolling out AI/LLM platforms (including Claude, ChatGPT, Gemini, and Copilot) to improve team enablement and support efficiency, alongside deep expertise in incident command, escalation management, and compliance-driven support models (FedRAMP/GDPR). Proven cross-functional partner to Engineering, Product, and Security in delivering world-class customer outcomes at scale.

## CORE PROFICIENCIES

Global Support Strategy & Scaling | 24x7 Follow-the-Sun Operations | Escalation Management & Incident Command | SaaS / Cloud Support Operations | FedRAMP & GDPR Compliance | SLA / CSAT / KPI Management

Team Building & Talent Development | Cross-Functional Leadership (Engineering, Product, Security) | Support Automation & Tooling (Salesforce, Zendesk) | Executive Reporting & Dashboards | Process Improvement & Change Management

## PROFESSIONAL EXPERIENCE

**Veracode, Inc. | Burlington, MA** ***Jul 2017 – Aug 2026***

*Director, Escalation Technical Support*

- Led a global technical support organization of 35+ individual contributors and 4 managers across the US, UK, Czech Republic, and India, delivering 24x7 follow-the-sun coverage
- Evaluated and piloted AI/LLM platforms (Claude, ChatGPT, Gemini, Copilot) to identify automation and team-enablement opportunities within the support organization, building the internal case for tool adoption based on efficiency and quality impact
- Defined team structure, roles, and onboarding programs to scale support across multiple product lines with structured ramp timelines
- Built executive dashboards tracking case aging, escalation volume, SLA adherence, and customer sentiment to drive data-informed leadership decisions
- Reduced case age by 35% YoY and improved escalation response times by 20%, while maintaining 96% CSAT and 98% SLO adherence
- Drove Salesforce enhancements and automation—including case-routing and escalation-pattern alerting—that improved case quality, routing efficiency, and SLA performance while reducing manual triage effort
- Led cross-functional enablement initiatives with Engineering and Product to strengthen support readiness for new product releases
- Established the Incident Commander function and 24x7 on-call framework, improving coordination and response for high-severity incidents
- Transformed support policies and procedures to align with FedRAMP, GDPR, and US-only support requirements, including provisioning, access controls, and compliance standards
- Orchestrated call center integrations to manage inbound overflow and improve customer responsiveness

**PlumChoice | Lowell, MA** ***Mar 2014 – Jul 2017***

*Manager, Technical Support – Help Desk*

- Led a team of local and remote technicians supporting ~1,000 employees in a 24x7x365 service model
- Optimized the Zendesk ticketing system to improve issue tracking, reporting visibility, and service performance insights
- Designed training programs and job rotation initiatives to strengthen team capabilities and support internal career growth
- Led change management processes with Infrastructure, DBA, and Development teams to minimize service disruption and ensure alignment on system updates
- Implemented knowledge base and ticket deflection strategies to reduce ticket volume and increase self-service adoption

- Standardized policies and procedures for user provisioning, telephony systems, and issue resolution workflows
- Partnered with Help Desk, HR, and Workforce Management to support scheduling and operations for a 500-agent population

***Selected Accomplishments:***

- Implemented a cost-effective softphone solution, reducing operational expenses by over $34K per month
- Developed a functional NOC environment to support customer visits and showcase integrated support capabilities
- Built an IoT-enabled "smart office" demo environment to support customer engagement and solution demonstrations
- Led the implementation of the first scholastic training center in Boston in partnership with the Benjamin Franklin Institute of Technology

**Kronos, Inc. | Chelmsford, MA** ***Apr 2013 – Mar 2014***

*Cloud Systems Operation Manager*

- Managed a distributed global support organization across the United States and Noida, India, supporting enterprise cloud-hosted environments
- Directed Priority 1 and Priority 2 incident response as Incident Manager, ensuring rapid containment, stakeholder communication, and structured Root Cause Analysis (RCA) through ITIL Problem Management practices
- Partnered closely with Engineering and Security teams to drive remediation and compliance alignment with SOC standards
- Collaborated with Cloud Build and Infrastructure teams to design, validate, and deploy new customer-hosted environments, improving delivery consistency and operational readiness
- Implemented proactive monitoring thresholds and integrated alerting systems to reduce issue detection time and improve system visibility

## ADDITIONAL EXPERIENCE

**Aspect Software | Manager, Customer Services and Support** ***Dec 2009 – Feb 2013***

- Developed and presented Quarterly Business Review (QBR) meetings
- Collaborated with Human Resources on salary restructuring and employee development programs

**XOS Technologies, Billerica, MA | Director of Support** ***Dec 2008 – Aug 2009***

- Managed staff budgeting and implemented a career development program
- Created a new RMA process, leading to an 18% improvement over the previous year

**Kronos, Inc., Chelmsford, MA | Manager, Workforce Central Global Support** ***Dec 2001 – Dec 2008***

- Trained on and created custom Crystal Reports for tracking KPIs
- Achieved over 95% customer satisfaction and received multiple North Face awards

## EDUCATION & CREDENTIALS

**Management Certification Training**
Boston University Corporate Education Center, Boston, MA

**Bachelor's Degree, Geology**
University of New Hampshire, Durham, NH

**Professional Development (2026)**
Salesforce Administrator certification coursework; Anthropic Academy training on Claude; Google Gemini training