Antonio Clemente

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Executive Profile

- Customer Operations & Technical Account Management Leader with 15+ years of experience in Enterprise SaaS.
- Expert at transitioning organizations from legacy on-premise models to scalable cloud-based support.
- Bridge builder between Engineering, Product, and Enterprise Customers —focused on stabilizing production environments and driving long-term product adoption.

Key Achievements

- **Operational Scaling:** Successfully led the evolution of support teams from manual on-premise workflows to modern SaaS operations, implementing KPI-driven metrics, and AI tooling that increased team transparency, quality and resolution efficiency.
- **Escalation Management**: Served as the senior escalation point for mission-critical enterprise production incidents, coordinating multi-departmental teams to stabilize environments for high-profile clients like Hearst and BuzzFeed.
- **Product Impact**: Partnered with Engineering and Product teams to translate customer workflow complexities into actionable feature requests, directly improving product reliability and user experience.

Technical Toolkit

- **Customer Operations:** Zendesk, Freshdesk, Salesforce, Jira, Jenkins
- **Technical Domains:** Enterprise SaaS, DAM/CMS Systems, SSO/Authentication, Integrations
- **Core Skills:** Root Cause Analysis, Product Roadmap Alignment, Technical Training, Workflow Design

Technologies

- HTML / CSS
- SQL
- MacOS, Windows, Linux
- Adobe Creative Cloud Apps
- Python
- ChatGPT

Education

Rutgers The State University of New Jersey
2002 - 2007
Bachelors of Arts --Digital Media/ Graphic Design

Professional Experience

WoodWing Software | Remote (Americas/Global)

Customer Support Manager | July 2022 - Present

- **Incident & Escalation Leadership**: Owns the resolution of production-critical incidents; provides stakeholder alignment between technical teams and enterprise customers to ensure environment stability.
- **Operational Excellence**: Implemented KPI-driven reporting and triaging processes to improve visibility and accountability, reducing time-to-resolution for complex customer workflows.
- **Strategic Account Management**: Acts as the technical authority for enterprise SaaS and on-premise environments, ensuring seamless integration and adoption of publishing/DAM platforms.

Technical Account Manager | May 2020 - July 2022

- **Strategic Technical Guidance**: Served as primary technical advisor for enterprise clients, translating complex publishing workflows into optimized system configurations.
- **Escalation Orchestration:** Acted as high-level liaison between enterprise stakeholders and internal engineering, ensuring critical incidents were resolved with minimal business impact.
- **Workflow Optimization**: Conducted deep-dive analysis of customer environments, providing architectural recommendations on automation and software integration.
- **Proactive Relationship Management**: Facilitated recurring status calls and technical health checks to align product roadmaps with customer objectives.

Support Consultant | October 2019 - May 2020

- **Advanced Troubleshooting**: Diagnosed and resolved complex technical issues across multi-tier enterprise environments.
- **Product Expertise**: Provided advanced functional and technical support for high-stakes Publishing and Digital Asset Management (DAM) platforms, maintaining a deep understanding of software architecture and automation.
- **Engineering Liaison**: Communicated critical software defects and enhancement requests to engineering teams, ensuring clear, actionable data provided