

# ANTONIO CLEMENTE



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 [Greater Philadelphia Region](#)

## CORE COMPETENCIES

- Customer Support Leadership
- Escalation & Incident Management
- KPI & Performance Management
- Customer Advocacy & Success
- SaaS & Publishing Systems
- Project & Change Management
- Technical Troubleshooting
- Quality Assurance & Product Insight

## TECHNICAL SKILLS

- HTML / CSS
- SQL (Basics)
- MacOS, Windows, Linux
- Adobe Creative Cloud Applications
- Mac OS, Windows, Linux

## EDUCATION

Rutgers The State University of  
New Jersey  
2002 - 2007

Bachelors' of Arts --Digital Media /  
Graphic Design.

## PROFESSIONAL SUMMARY

Seasoned Customer Success and Support leader with extensive experience guiding organizations from traditional on-premise support models to scalable cloud-based SaaS operations. Proven track record of improving operational efficiency through structured escalation processes, data-driven KPIs, and disciplined bug prioritization practices that drive customer satisfaction and retention.

Experienced in triaging complex customer issues and critical incidents while maintaining strong partner relationships across the Americas and global regions. Known for proactive engagement, transparent communication, and effective escalation management.

Brings a unique blend of Customer Success leadership, Product insight, and Quality Assurance experience. Collaborates closely with Product and Engineering teams to translate customer feedback into actionable improvements in user experience, defect resolution, and product direction.

Deep understanding of the software development lifecycle with a practical, customer-centered approach to continuous improvement.

## WORK HISTORY

### WoodWing Software

Customer Support Manager

July 2022 - Present

- Track performance of staff against support KPI's
- Motivate Support team members to optimize Customer Support
- Track progress of tickets and development cases
- Oversee and manage support escalations
- Manage and delegate team projects
- Build out internal and external knowledge base
- Generate as-needed client-specific metrics and reports
- Communicate escalated software defects and enhancement requests

Technical Account Manager

May 2020 - July 2022

- Main technical point of contact for assigned customers
- Maintain awareness of movement on all open customer requests/issues
- Coordinates and organizes complex tasks and small projects
- Internal and external path of escalation
- Know technical details of customers architecture, environment, automation and workflows
- Maintain advanced functional and technical knowledge of products
- Make recommendations on best practice, features and configurations
- Serve as a customer advocate
- Host periodic checkpoint and status calls with customers/partners

Support Consultant

October 2019 - May 2020

- Install, configure and maintain software on all supported platforms
- Respond in writing and verbally to customer support issues
- Document, track, and resolve technical issues
- Efficiently troubleshoot, research and test software and workflow issues
- Communicate with internal analysts, engineers, and administrators
- Communicate defects and enhancements to engineers
- 24/7 on-call duties

### Managing Editor Inc.

Solutions Specialist, Trainer, Quality Assurance

July 2011 - December 2018