

# TONY FARSON

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## PROFESSIONAL SUMMARY

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Support operations and technical support leader with 25 years of progressive experience building, scaling, and running support organizations across SaaS, enterprise, and logistics environments. Proven record of improving resolution times, SLA adherence, and customer satisfaction across global, distributed teams. Skilled in ITSM governance, AI and automation adoption, Major Incident Management, and cross-functional partnership with Product and Engineering. Equally experienced leading customer-facing technical support and internal IT service delivery — with a consistent track record of standing up new functions and optimizing mature operations for sustainable scale.

## CORE COMPETENCIES

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- Support Operations & Service Delivery
- Global & Distributed Team Management
- SLA, CSAT & KPI Performance Management
- Budget & Vendor Management
- ITSM Governance (Incident, Change, Problem, Knowledge)
- SaaS Application & Enterprise IT Support
- Major Incident & Executive Communications
- Cross-Functional Partnership (Product, Engineering, CS)
- Technical Support Leadership (L1–L3)
- AI, Automation & Self-Service Implementation
- ServiceNow & ITSM Tooling Administration
- Hiring, Onboarding & Talent Development

## PROFESSIONAL EXPERIENCE

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### **Client Technical Support Director** – Sapiens | Remote | Feb 2025 – Present

- Built global L2 application support organization for workers' compensation SaaS, achieving 98.3% shift-left success, 92.3% resolution rate, and 94.7% CSAT.
- Unified product, portal, and middleware support teams, reducing engineering escalations 42% and achieving 100% P1 SLA compliance.
- Implemented operations management framework: automated on-call scheduling, centralized alerting, and standardized escalation paths.
- Partnered with Product and Engineering to surface customer feedback themes and defects, driving targeted product improvements.

### **Sr. Manager, Enterprise Support** – ITS Logistics | Reno, NV | Aug 2023 – Feb 2025

- Built Tier I/II support organization (9 distribution centers, 2 HQs) for \$1B logistics company; improved resolution speed 61% and reduced escalations 84%.
- Implemented AI chat and self-service capabilities, reducing human-assisted support 37% while maintaining 97% satisfaction.
- Established ITSM governance and owned Major Incident Management, improving FCR from 71% to 87% and reducing average business-impact duration 52%.
- Managed \$2.2M operating budget; reduced expenses 18% through vendor optimization and governance.
- Owned hiring, onboarding, and career pathing for support agents and leads, reducing ramp time and improving early performance.

### **Service Operations Advisor** – BluePeak Technologies | Remote | Oct 2021 – Aug 2023

- Scaled support organization from 3 to 10 staff including offshore resources; built ITIL-aligned service operations and datacenter support models.
- Designed Problem and Change Management frameworks achieving <3% repeat incidents and standardized 5-day RCA delivery.
- Implemented automation initiatives improving resolution times 31%.
- Designed internal and external service catalogs, SOPs, and knowledge management systems.

### **Senior Customer Success Manager** – NTT Communications | Remote | Sep 2018 – Oct 2021

- Managed \$50M+ healthcare enterprise accounts, achieving 95.19% CSAT and 9.1 NPS.

- Expanded service footprint 16%, generating \$18.5M in additional revenue through strategic account management.

**Premier Services Engineer / Sr. Cloud Migration Engineer** – NTT Communications | Remote | Apr 2016 – Sep 2018

- Led migration of 2,000+ systems and 25PB of data with zero downtime.
- Created standardized migration methodology adopted company-wide, improving first-attempt success 38%.

**Manager, Global Service Desk** – Broadcom | Irvine, CA | Dec 2014 – Apr 2016

- Directed 100+ support professionals across three countries for 24/7 enterprise support of a Fortune 500 organization.
- Managed Tier I–III support including VIP/executive program, achieving 98.98% satisfaction.
- Built MVP recognition program tied to satisfaction, utilization, quality, and first-call resolution metrics.

**EARLIER CAREER (2002 – 2014)**

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CPI Solutions (Service Operations Consultant) · ABB (IT Datacenter Manager) · InHouseIT (Service Desk Lead) · Escuela Caribe (IT Operations Manager, Dominican Republic) · IT Operatives (Manager, Service Operations)

**MILITARY SERVICE**

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**Hospital Corpsman – United States Navy | Oct 1994 – Mar 2002**

- Leading Petty Officer; led 75 personnel.
- Awarded Sailor of the Quarter; received 3 letters of commendation, 2 early promotions, and 5 service excellence awards. Honorably discharged.

**CERTIFICATIONS & EDUCATION**

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- ITIL Certified — IT Service Management
- Cisco Certified Customer Success Manager
- ServiceNow Platform Administrator (Training complete, pending examination)
- Graduate-level Business coursework, 3.9 GPA (senior year)