Jon Nunez

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EXECUTIVE SUMMARY

Senior Global Enterprise Support Executive

Improving Processes & Streamlining Business Functions to Propel Global Customer Success

- Account Management | Cyber / Technical Customer Support | Profit & Loss Oversight -

A results-driven **Global Enterprise Support Leader** with experience in customer success, retention, and support within the SaaS / IT security industry. A natural leader with proven ability to build and motivate diverse, worldwide teams to enhance productivity and achieve corporate, team, and personal objectives. Driving vision of customer success by prioritizing workflow and monitoring team performance. Improving processes, understanding client needs, and identifying root causes and solutions to elevate customer satisfaction. An analytical decision-maker with customer-focused priorities. Strong technical skills to empower customers to install, use, and benefit from software solutions.

- Areas of Expertise -

- Global Customer Success & Retention
- Leadership / Teambuilding
- Expense Reduction / Cost Savings
- SaaS / Cybersecurity Solutions
- Technical Support / Training
- Troubleshooting / Problem Resolution
- Process Improvements
- Strategic Planning
- Project Management

PROFESSIONAL EXPERIENCE

FORCEPOINT, LLC | Formerly Websense | Raytheon   San Diego, CA
A U.S. defense contractor employing 2,300 individuals and generating more than $680 million in annual revenues.

Senior Director of Global Enterprise Support & Escalations   **2014 – Present**
Responsible for global customer success and retention. Provide reactive support and proactive services to allow customers to successfully deploy, adopt, and maintain security solutions. Partner with leaders in the Americas, Europe, the Middle East, and Asia Pacific to devise and implement multi-year strategic customer achievement and support-offering roadmaps. Lead a worldwide team of 75+ high-performance cybersecurity specialists delivering mission-critical support services and SLAs for 240 accounts. Oversee operations, ensure stringent deadlines, manage P&L budgeting, set global standards for support services and deployment methods.

Key Highlights

- $600,000 decrease in operational expenditures accomplished by standardizing the operation framework.
- Expanded global enterprise support staff from five people to a high-performing team of more than 75 during a five-year period to enable the firm to forge a more strategic, intimate engagement partnership with the most valued client representing 20% of the total bottom line.
- $350,000 decline in total operations expenses realized through quarterly and annual reviews of the business unit OpEx that streamlined spending and cost savings in travel, training, and automation for end customer deliverables.
- 362%+ growth in the customer base achieved in six years by reviewing and updating Cx needs while aligning with internal business objectives to show value to existing customers and create a referral base from existing customers.
- Collaborated with sales, sales engineering, and project management to conceive and execute a customer success partnership process that escalated customer satisfaction scores from 92% to 95.8% in two years.
- 10% or less attrition rate maintained during two major acquisitions by engaging top talent through retention strategies and career development planning.

Additional Roles with Forcepoint, LLC

Director of Global Enterprise Support   **2013 – 2014**

Senior Manager of Enterprise Support   **2012 – 2013**

Manager of Americas Enterprise Support   **2010 – 2012**

MCAFEE, INC.   **Plano, TX**
A U.S. based global computer security software firm acquired by Intel in 2011.

Network DLP Lead – Tier III   **2006 – 2010**
Delivered top-level support to Fortune 500 and 100 clients and various DOD agencies. Created global support training for the acquired product base. Trained and mentored junior technicians on network security products.

Key Highlights

- Boosted productivity by teaming with engineering and the QA team to provide daily customer support and review protocol logs, system dump files, intrusion detection records, remote access files, and facilitating troubleshooting of network-related problems.

- Contributed to landing more than five multimillion-dollar contracts by providing direct support and ownership of key account deals to ensure adequate visibility, priority, and customer success.

- Received the corporate technical support employee of the quarter and customer excellence awards driven by the multimillion-dollar contract contributions and leading the organization in this area.

Additional Experience

LAN Administrator | NOC Supervisor (E5) | United States Navy   **San Diego, CA**
Maintained communication capabilities around the world. Worked with external contractors to perform compliance audits and network testing. Conceived and implemented disaster recovery plans. Trained NOC staff to build and analyze critical systems, prepare reports on system errors, and recommend viable solutions. Developed policies governing network, internet, and email usage. Configured routers, firewalls, remote access, network design, and incident response. Managed network agreements, trouble call logs, and backups. Led a team of 15.

Key Highlights

- Minimized network costs and enhanced performance by leading the relocation of the network site.

- Won numerous commendations and awards for outstanding leadership, project management, and overall network operations performance including the Navy and Marine Corps Achievement Medal twice, campaign and wartime medals, and various other military honors.

EDUCATION

Bachelor of Science
in Information Security

Azusa Pacific University