

# David Larsen

Baltimore, MD | 443-295-5333 | dc2larsen@gmail.com | LinkedIn

## Professional Summary

Technical support and customer success leader with a track record building on-call programs, SLO/SLA frameworks, and the CS ops backbone across Salesforce, Zendesk, and Gainsight. I combine API-level troubleshooting with process design and pragmatic leadership to improve time-to-value, reduce escalations, and keep customers moving from onboarding to renewal.

## Professional Experience

### Manager, Customer Support & Success Operations — Sentry

*Nov 2023 - Present | Remote*

- **Built global on-call & incident SLOs** improving after-hours responsiveness by ~50% and clarifying ownership.
- **Launched AI knowledge (Kapa.ai)** to expand self-serve and reduce agent resolution time by ~20%.
- **Owned Gainsight, Salesforce, Zendesk** and implemented health metrics, Slack alerts, and CTA automation tied to onboarding and health checks.

Also shipped REST-based integrations and Python automation for reporting; partnered with engineering on AI-assisted RCA summaries.

### Senior Manager, Customer Support — Synapse

*Jul 2021 - Oct 2023 | Remote*

- **Built ticket analytics** to track escalation rate, likelihood to escalate, and sentiment for every ticket; used for risk triage and coaching.
- **Transitioned support from Slack to Zendesk**, resulting in a ~25% increase in SLA compliance and better visibility.
- **Established KPI/SLA framework** for first/next response and update cadence; reduced backlog by ~45%.

### Senior Technical Support Engineer — Contrast Security

*Apr 2019 - Jul 2021 | Baltimore, MD*

- **Owned complex agent troubleshooting** (Java/.NET, proxies, firewalls) with ~95% SLA compliance.
- **Co-authored deep-dive docs** that reduced repeat tickets by ~15%; acted as a de facto CSM for commercial accounts.

### Senior Technical Support Engineer — Tenable

*Jan 2017 - Apr 2019 | Columbia, MD*

- **Handled advanced enterprise troubleshooting** for vulnerability management while maintaining strong SLAs.
- **Improved processes via macros/KB** and reduced average resolution time by ~20%.

### Adjunct Professor — Howard Community College

*2018 - 2020 | Columbia, MD*

Designed and delivered hands-on cybersecurity labs (network analysis, passwords/crypto) and coached students through practical exercises.

## **Education**

B.S., Computer Networks & Cybersecurity - University of Maryland Global Campus

## **Skills**

Salesforce, Zendesk, Gainsight, Jira, Postman, Zapier, PagerDuty/Opsgenie, Splunk, Looker; REST APIs, Python, SQL; Docker/Kubernetes (support-level); logging/observability; SLO/SLA design; health scoring; renewal forecasting; escalation/runbooks.

## **Certifications**

Intelligent Swarming Fundamentals; Endor Labs Intro to Open Source Security; Zendesk Support Admin Expert; KCS v6 Fundamentals; Sumo Logic Certified; LPIC-1; CompTIA Linux+; CompTIA Security+ (expired).