

# Ferdinand Cami

Executive Leader in Global Technology Operations

# An Executive Driving Global Scale and Operational Excellence

A technology executive with 18+ years of experience transforming legal technology and SaaS operations. Proven ability to scale services in hypergrowth settings, translate complex technical challenges into measurable business outcomes, and build high-performance distributed teams.



**\$220M ARR**

From 2+ Petabytes of Hosted Data



**93-Person Global Org**

Leading teams across AMER, EMEA, & APAC



**99.9% Platform Uptime**

Engineered elite reliability and client trust



**3X Faster Incident Response**

Reduced avg. response time from 45 to 15 mins

## Strategic Focus

Customer-First Approach

Operational Discipline

Strategic & Financial Acumen (MBA Candidate)

# The Anatomy of a \$220M Global Operation



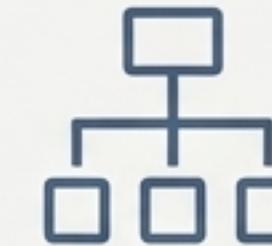
## \$220M Annual Recurring Revenue

Managed on 2+ Petabytes of active eDiscovery hosting data.



## \$5M-\$6.7M Annual P&L

Direct responsibility for professional services revenue.



**93 Professionals, 3 Regions**



6 Direct Reports | 87 Indirect | Teams:  
IT Application Engineers, Platform  
Delivery, Client Training.



## 58,000+ Annual Service Hours

81% Utilization Rate | 75% Target  
Attainment | 42,000 Billable Hours.

# Transforming Operations to Drive Measurable Business Impact

As Vice President, my focus has been on transforming the global services organization into a high-margin, scalable, and reliable engine for growth. This required a multi-faceted approach focused on platform reliability, client service levels, and cross-functional strategic alignment.



## 1. Platform Reliability

Moving from reactive fixes to proactive engineering of client trust.



## 2. Service Level Optimization

Redesigning support structures to exceed client expectations.



## 3. Strategic Partnership

Embedding operational leadership within the commercial and product fabric of the business.

# From 99.1% to 99.9%: Engineering Platform Reliability and Client Trust

## Platform Uptime



### The Challenge

Unacceptable level of client-impacting incidents and a platform uptime of 99.1%.

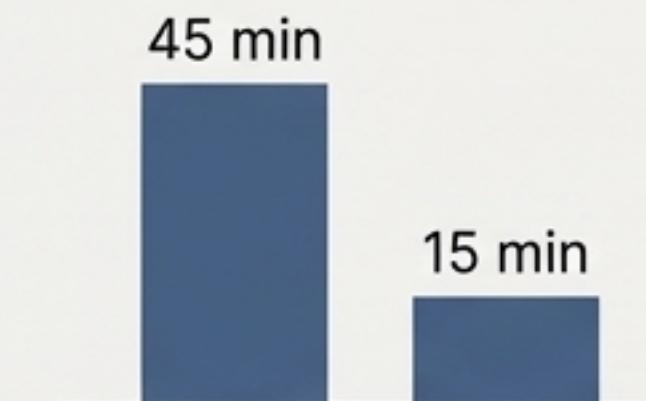
### The Solution

- Implemented proactive health checks and structured maintenance protocols.

### The Result

Increased platform uptime to **99.9%**, significantly reducing client-impacting events.

## Incident Response



### The Challenge

Average incident response time of 45 minutes, leading to poor client satisfaction.

### The Solution

- Redesigned escalation paths and introduced tiered support structures.

### The Result

Reduced average response time by 67% to just **15 minutes**.

# A Leader Across the Enterprise: Aligning Technology with Business Strategy

My role extends beyond operations to serve as a key partner to commercial and technical leadership, ensuring our services and platform roadmap deliver on client needs and long-term business strategy.



## Executive Sponsorship

Serve as executive sponsor for strategic accounts, translating complex business objectives into technical outcomes to strengthen multi-year partnerships.



## Commercial Alignment

Collaborate with Commercial teams to ensure technical solutions are positioned effectively and align with revenue goals.



## Product Roadmap Integration

Partner with Product and Engineering leadership to integrate client requirements directly into platform roadmaps.



## Team Development

Built and scaled distributed teams through structured coaching, leadership development, and a culture of accountability and customer empathy.

# Building the Bedrock: Establishing Frameworks for Scalable Service Delivery

As Director, my mandate was to create the foundational processes and protocols for the company's nascent hosted review and digital forensics services, ensuring security, compliance, and efficiency from the ground up.

**01**

## Established Professional Services Delivery Frameworks

Created the core operational playbooks for hosted review and forensic examination engagements.

**02**

## Implemented Structured Escalation Protocols

Designed the initial systems that reduced the impact of recurring technical issues and improved client retention.

**03**

## Led Complex Client Implementations

Managed high-stakes projects involving data migration, system integration, and regulatory compliance for commercial litigation and government investigations.

# The Next Horizon: AI-Augmented Operations and Advanced Strategic Acumen

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My leadership philosophy is grounded in continuous improvement—not just for my teams and platforms, but for myself. I am actively exploring the application of AI to drive new efficiencies and preparing for the next level of strategic leadership through an MBA.

## Innovation at the Edge



Active practitioner in AI prompt engineering and application development to automate workflows and accelerate solution development.

## Deepening Strategic Acumen

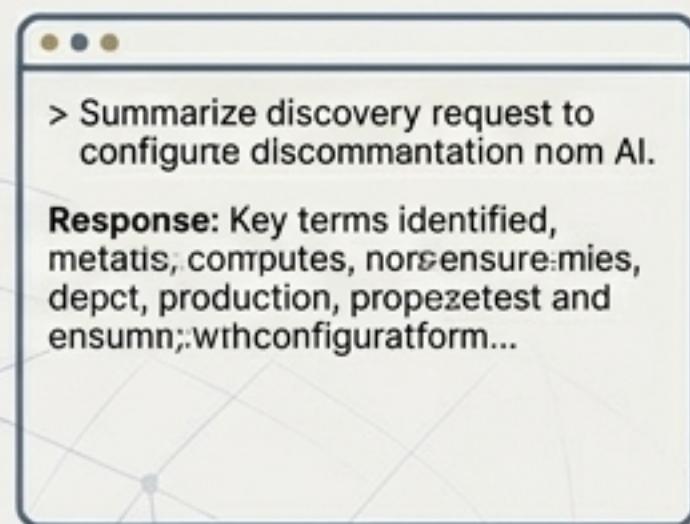


Pursuing an MBA to enhance financial and strategic capabilities for enterprise-level decision making.

# Beyond Theory: Practical Application of AI in Legal Technology

I believe in learning by doing. My exploration of AI is not just academic; it involves building and deploying real applications to understand its potential and limitations firsthand.

## AI Prompt Engineering



Active practitioner using large language models (Anthropic Claude, OpenAI ChatGPT) to automate workflows and enhance productivity.

## AI-Assisted Application Development



Developed and deployed experimental tools, including an interactive language learning application and a professional portfolio, using modern web infrastructure (Vercel).

## Advocacy for “Vibe Coding”



Championing a methodology that uses AI collaboration to rapidly accelerate prototyping and solution development while maintaining technical rigor.

# Core Leadership Competencies

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## Strategic & Financial

- Global P&L Management
- Strategic Planning & Execution
- Vendor & Stakeholder Negotiation

## Operational Excellence

- SLA & KPI Optimization
- Process Improvement & Scalability
- Cloud Operations & Data Platforms

## Leadership & Client Management

- Distributed Team Development
- Cross-Functional Team Leadership
- Enterprise Client Management

# A Foundation of Deep Technical Proficiency

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## Platforms & Operations

- Platforms:  
Relativity Server & One, Brainspace, Nebula, EnCase
- Operations:  
Zendesk, Azure Cloud Services, Enterprise System Administration

## Data & Reporting

- Skills:  
Advanced SQL, SQL Reporting Services, Complex Data Transformations, ETL
- Tools:  
ReadySuite

## Certifications & Methodologies

- RCA – Relativity Certified Administrator (Master)
- MEDDPICC Sales Methodology
- EnCase Certified
- Brainspace Certified
- Azure AZ-900  
(Expected Spring 2026)

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Ready to drive the next phase of operational  
excellence for your organization.