

FERDINAND CAMI

Vice President, Global Operations & Hosted Services

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EXECUTIVE SUMMARY

Technology executive with 18+ years driving operational excellence across global legal technology and SaaS environments. Lead a 93-person organization (6 direct, 87 indirect) spanning AMER, EMEA, and APAC, overseeing 2+ petabytes of hosted data generating \$220M ARR. Proven ability to scale professional services in hypergrowth settings while improving SLAs, reducing costs, and building high-performance distributed teams. Known for translating complex technical challenges into measurable business outcomes with a customer-first approach. Currently preparing for MBA to deepen strategic and financial acumen.

PROFESSIONAL EXPERIENCE

Vice President, Global Operations & Hosted Services

KLDDiscovery • Chicago, IL • 2014 – Present

Lead global organization of 93 professionals across IT Application Engineers, Platform Delivery, and Client Training. Direct P&L responsibility for \$5M–\$6.7M annual professional services revenue with oversight of enterprise hosting infrastructure.

- Manage 2+ petabytes of active eDiscovery hosting data generating \$220M in annual recurring revenue, establishing a high-margin, scalable revenue stream through operational discipline and platform reliability.
- Improved platform uptime from 99.1% to 99.9% by implementing proactive health checks and structured maintenance protocols, directly reducing client-impacting incidents.
- Reduced average incident response time from 45 minutes to 15 minutes through redesigned escalation paths and tiered support structures, improving client satisfaction scores.
- Achieved 81% utilization rate and 75% target attainment across 58,000+ annual service hours (42,000 billable), balancing delivery demands with talent development priorities.
- Partner with Product, Commercial, and Engineering leadership to integrate client requirements into platform roadmaps, ensuring technical solutions align with long-term business strategy.
- Serve as executive sponsor for strategic accounts, translating complex business objectives into technical outcomes that strengthen multi-year partnerships.
- Built and scaled distributed teams across three regions through structured coaching, leadership development programs, and a culture of accountability and customer empathy.

Director, Legal Hosted Services & Digital Forensics

KLDDiscovery • Chicago, IL • 2011 – 2014

- Established professional services delivery frameworks for hosted review and forensic examination engagements, ensuring security, compliance, and efficient execution.
- Implemented structured escalation protocols that reduced recurring technical issue impact and improved client retention.
- Led complex client implementations involving data migration, system integration, and regulatory compliance across commercial litigation and government investigations.

KEY SKILLS & COMPETENCIES

- Global P&L Management
- Professional Services Leadership
- Cross-Functional Team Leadership
- SLA & KPI Optimization
- Process Improvement & Scalability
- Enterprise Client Management
- Cloud Operations & Data Platforms
- Distributed Team Development
- Vendor & Stakeholder Negotiation
- Strategic Planning & Execution

TECHNICAL PROFICIENCIES

Platforms: Relativity Server, RelativityOne, Brainspace, Nebula, Content Analyst, EnCase

Data & Reporting: Advanced SQL, SQL Reporting Services, Complex Data Transformations, ETL, ReadySuite

Operations: Zendesk, Azure Cloud Services, Enterprise System Administration

AI & Emerging Tech: Anthropic Claude, OpenAI ChatGPT, AI Prompt Engineering, Vibe Coding

THOUGHT LEADERSHIP & INNOVATION

- Active practitioner in AI prompt engineering, exploring applications of large language models (Claude, ChatGPT) to automate workflows and enhance productivity in legal technology contexts.
- Developed experimental AI-assisted applications including an interactive language learning tool and professional portfolio, deployed via modern web infrastructure (Vercel).
- Advocate for vibe coding methodology—using AI collaboration to accelerate prototyping and solution development while maintaining technical rigor.

CERTIFICATIONS

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

EDUCATION

Bachelor of Science, Cybersecurity & Computer Science • DePaul University, Chicago, IL

MBA Candidate • Currently in Application Process

ADDITIONAL

Languages: English (Native), Albanian (Native)

AREAS OF EXPERTISE

Operations Management • Professional Services • Service Delivery • SaaS Operations • Cloud Operations • Platform Operations • Hosted Services • Managed Services • Infrastructure Management • Enterprise Technology • Legal Technology • eDiscovery • Litigation Support • Digital Forensics • Data Management • Data Migration • ETL • SQL • Database Administration • Technical Operations • IT Operations • ITIL • Incident Management • Problem Management • Change Management • Service Level Agreements • SLA Management • KPI Development • Performance Metrics • Operational Excellence • Process Improvement • Process Optimization • Lean Operations • Continuous Improvement • Quality Assurance • Client Success • Customer Success • Client Relationship Management • Account Management • Strategic Accounts • Enterprise Accounts • Stakeholder Management • Executive Communication • Vendor Management • Partner Management • P&L Management • Budget Management • Revenue Operations • ARR • Recurring Revenue • Professional Services Revenue • Billable Utilization • Resource Management • Capacity Planning • Workforce Planning • Team Leadership • People Management • Talent Development • Leadership Development • Coaching • Mentoring • Performance Management • Distributed Teams • Remote Team Management • Global Operations • EMEA • APAC • Americas • Cross-Functional Leadership • Matrixed Organizations • Organizational Development • Change Leadership • Digital Transformation • Technology Strategy • Product Management • Roadmap Planning • Project Management • Program Management • Implementation Management • Go-Live Support • Technical Delivery • Solution Architecture • Systems Integration • API Integration • Cloud Migration • Azure • AWS • Enterprise Software • Relativity • RelativityOne • Brainspace • EnCase • Zendesk • CRM • Salesforce • MEDDPICC • AI • Artificial Intelligence • Machine Learning • Prompt Engineering • Generative AI • LLM • ChatGPT • Claude • Automation • Workflow Automation • Cybersecurity • Information Security • Compliance • Regulatory Compliance • Risk Management • GDPR • Data Privacy • MBA Candidate