

Matthew Calabresi
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Customer Success Leader | Conversational AI Expert | Innovator in Agentic AI Automation

Proven track record of transforming Customer Success functions through technology, process optimization, and a customer-first mindset. Blending hands-on expertise in Conversational AI and Azure OpenAI with leadership in high-impact enterprise accounts across GOV, EDU, and commercial sectors. Known for building from scratch, scaling success models, and delighting customers with both strategy and empathy.

Core Competencies

Customer Success Strategy & Leadership • Conversational AI / Azure OpenAI / Prompt Engineering • Agentic AI Implementation • Tiered Success Modeling • RFP & Proposal Writing
Cross-Functional Collaboration • Metrics-Driven Process Design • Onboarding & Training Programs • Stakeholder Engagement (GOV, EDU, Enterprise)

Languages

English
French
Italian

Native
Fluent Spoken & Written
Conversational Spoken & Written

Zammo.ai, San Francisco (Remote)
Customer Success Manager

Jan 2022 – Present

- Own the relationship for 25 enterprise clients—over 50% of Zammo’s customer base.
- Pioneered Customer Success function, absorbing work from Sales, Engineering, and Support.
- Designed and implemented a tiered Customer Success model to scale with growth.
- Became SME in prompt engineering and Microsoft Azure OpenAI.
- Deployed Agentic AI to automate routine CS tasks, freeing time for strategic efforts.
- Guided SLG, EDU, and enterprise clients through RAG-based Conversational AI deployments.

Aurigo Software Technologies, Inc., Austin, TX
Proposal Writer

Jan 2018 – Nov 2021
2019-2021

- Responded to RFPs for public sector clients across federal, state, and local levels.
- Managed cross-functional collaboration for proposal accuracy and completeness.
- Maintained content library to streamline responses and reduce turnaround time.

Senior Customer Success Executive

2018

- Managed two top accounts, built success plans, and led offshore implementations.
- Implemented ticketing and metrics tracking to improve CSAT and team responsiveness.
- Q1 2018 'Innovation in Customer Delight' award recipient.

WP Engine, Austin, TX

Nov 2013 – Jan 2018

Onboarding Technical Project Manager, Customer Experience

- Built onboarding department from scratch, reducing new-client support tickets by 55%.
- Scaled team from zero to four and created a comprehensive training program.
- Led cross-departmental projects including Gainsight adoption and New Relic implementation.
- Worked with clients from C-suite to agency level to ensure on-time delivery and retention.

Bazaarvoice, Inc. Austin, TX

2010-2013

Technical Project Manager, Client Programs

2013

- Led implementation of Salesforce Service Cloud and internal Knowledge Base.

Manager, US Support

2011-2013

- Designed and implemented process that eliminated the “weekly release” cycle of Support tickets, increasing team productivity and throughput as well as customer satisfaction.
- Managed a team of six to eight Web developers as well as remote liaison with team of fifteen Web developers. Maintained the highest standards of quality across both teams. My group was instrumental in Bazaarvoice's 95+% year-over-year client retention rate.
- Designed and implemented Level 2 Support process, which redefined the work my team was doing and increased our strategic partnership with our offshore partner.
- Defined and developed team Key Performance Indicators and managed team to success against same.
- Trained and developed employees that have gone on to the following roles: Client Success Director, Technical Account Manager, Associate Developer.
- Partnered with the Research and Development team and leadership to improve cross-functional process, resulting in the elimination of a 200+ ticket backlog and over 90% achievement of ticket SLAs.

UI Support Engineer/Senior Support Engineer

2010-2011

- Wrote playbooks to assist other Support agents in resolving client issues.
- Managed and implemented client post-implementation feature adoption and redesign projects.
- Promoted to Senior Support Engineer, where I led a team of eight Support Engineers by modeling best practices and process improvements.

Education

BS Business Management/Entrepreneurial Management

Dec. 2016

BYU-Idaho, Rexburg, ID