

David Larsen

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Professional Summary

Technical support leader with experience building global support teams, leading API and SaaS technical support, and driving operational excellence at high-growth startups. Skilled in managing distributed teams, optimizing workflows, and resolving complex customer challenges across APIs, networking, cloud, and application layers. Experienced with Salesforce, Zendesk, Splunk, SQL, Kubernetes, Jira, Postman, and Zapier. Strong background in process automation, technical troubleshooting, and cross-functional leadership.

Professional Experience

Manager, Customer Support & Success Operations – Sentry

Nov 2023 – July 2025 | Remote

Implemented a 24/7 on-call process across global teams, improving after-hours response times for critical issues by **50%**.

Introduced AI-driven knowledge management (Kapa.ai) to enhance self-service resources, reducing agent ticket resolution times by 20%

Established service-level objectives (SLOs) for incident management and partnered with engineering to create AI-powered Root Cause Analysis summaries for customers.

Leveraged technical tools including Salesforce, Zendesk, Zapier, Jira, Postman, Splunk, and Kapa.ai to improve operational efficiency.

Senior Manager, Customer Support – Synapse

Jul 2021 – Oct 2023 | Remote

Transitioned support operations from Slack to Zendesk, resulting in a 25% increase in SLA compliance and improved visibility.

Built KPI and SLA frameworks for first response, next response, and ongoing ticket updates, reducing backlog by 45%.

Oversaw technical escalations involving API integrations, authentication, and platform reliability.

Utilized technical platforms such as Zendesk, Salesforce, SQL (for basic queries and investigations), Postman, Kubernetes (support-level troubleshooting), Splunk, and PagerDuty.

Senior Technical Support Engineer – Contrast Security

Apr 2019 – Jul 2021 | Baltimore, MD

Provided technical support for enterprise customers troubleshooting Java and .NET agent deployments.

Resolved complex networking issues including proxy configurations and firewall troubleshooting to maintain 95% SLA compliance.

Led the creation of technical deep-dive articles by collaborating with engineering, reducing recurring support tickets for key features by **15%**.

Authored deep-dive technical articles in collaboration with engineering, reducing recurring support tickets by 15%.

Analyzed Splunk and Elastic logs to assist in root cause identification for escalations.

Awarded Customer Success person of the year 2020 for outstanding customer support and collaboration across sales, engineering, and product.

Adjunct Professor – *Howard Community College*
2018 – 2020 | Columbia, MD

Designed and delivered cybersecurity labs covering real-world network traffic analysis, password cracking, and cryptography fundamentals.

Provided personalized support during labs, boosting student comprehension and completion rates by 15%.

Technical Support Engineer – *Tenable*
Jan 2017 – Apr 2019 | Columbia, MD

Delivered advanced technical troubleshooting for enterprise vulnerability management products.

Optimized internal support processes by improving knowledge base content and macro use, reducing average ticket resolution times by 20%.

Education

Bachelor's Degree in Computer Networks and Cybersecurity – *University of Maryland Global Campus*
2013 – 2017

Skills

Technical Tools: Salesforce, Zendesk, Gainsight, Jira, Postman, Zapier, PagerDuty, Opsgenie, Splunk On-Call

Process Optimization: SLA management, workflow automation, KPI tracking, knowledge service

Leadership & Strategy: Global team management, customer engagement, cross-functional collaboration

Certifications

Intelligent Swarming Fundamentals Certification – Consortium for Service Innovation (Nov 2023)

Introduction to Open Source Security and Dependency Management – Endor Labs (Aug 2023)

Zendesk Support Administrator Expert – Zendesk (Sep 2022)

KCS v6 Fundamentals Certification – KCS in Action (Apr 2022)

Sumo Logic Certification – Sumo Logic (Jan 2020)

Certified Linux Administrator (LPIC-1) – Linux Professional Institute (Nov 2016)

CompTIA Security+ – CompTIA (Apr 2016)

CompTIA Linux+ – CompTIA (Jan 2016)