

# RICHARD CALIENDO

Technical Program Management — AI Adoption & Enablement — Engineering Execution at SaaS Scale

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**\$32M**

2026 TARGETED IMPACT

**1,500+**

ENGINEERS ENABLED

**7**

PRODUCT LAUNCHES SHIPPED

## PROFESSIONAL SUMMARY

Technical Program Manager who owns the full program lifecycle — roadmap, dependencies, risk, and delivery on commitment — across product and engineering in global SaaS. At Kaseya, drives \$32M in 2026 Cyber Resilience impact across 7 shipped product launches, a \$6.4M revenue-retention portfolio, a majority-ARR realignment with Boston Consulting Group, and AI enablement for 1,500+ engineers. Translates AI investment into measurable outcomes — adoption, productivity, and cost efficiency — through governance, ROI models, and cross-functional execution. A graduate background in counseling and organizational change becomes a differentiating instinct for the human system inside every technical program: where teams break down, and how to move leadership from reactive escalation back to forward planning.

## CORE COMPETENCIES

- Technical Program Management
- Cross-Functional Delivery
- Risk & Dependency Management
- Product & Engineering Roadmaps
- AI Adoption & Enablement
- Senior Stakeholder Management
- Revenue Retention Programs
- Executive ROI & Decision Support
- Program Governance & KPIs

## TECHNICAL TOOLKIT

**Program & Delivery:** Jira, Confluence, Asana, Atlassian Rovo, Agile/Scrum, SAFe, Release Management, Dependency Mapping, Roadmap Planning, KPI Dashboards

**AI & Developer Tooling:** Claude, Claude Code, GitHub Copilot, Cursor, Codex, Lovable, M365 Copilot, MCP, AI Governance, Prompt & Workflow Design, LLM Evaluation

**Microsoft & Automation:** Power Automate, Power Apps, Power BI, Microsoft 365, SharePoint, Teams, Zapier, Process Automation

## PROFESSIONAL EXPERIENCE

### Associate Director, Technical Program Management (Engineering & Product)

Aug 2025 – Present

Kaseya — Miami, FL

- Program-managed **7 shipped Cyber Resilience product launches in 2026 YTD** — including AI-powered backup screenshot verification, Azure Files & Blob restore expansion, agentless Hyper-V protection, and Unified Cyber Resilience Portal capabilities — alongside cloud hyperscale migration strategy across a majority-ARR portfolio.
- Led program execution toward **\$32M in 2026 Cyber Resilience impact** spanning product delivery, AI enablement, revenue retention, and cloud infrastructure; stood up an executive task force with **Boston Consulting Group** on a majority-ARR portfolio realignment, driving market analysis and pricing decisions.
- Owned the H1 strategic initiatives portfolio targeting **\$6.4M in FY26 revenue impact** — churn reduction (\$3.2M), evergreen (\$2M), and customer reactivation (\$1.2M) — aligning cross-enterprise execution and partnering with Marketing on customer-centered positioning.
- Caught delivery risk on multi-team programs before it surfaced on the status dashboard — cleared dependencies and blockers across product, engineering, and GTM to hold committed launch dates through reorganizations and shifting priorities.
- Drove AI tool consolidation and adoption across **Claude, Codex, Cursor, and Lovable for 1,500+ engineers** — pairing rationalization with governance, adoption tracking, and workflow integration; launched an AI Enablement community scaling peer-led use cases and MCP showcases.
- Built the executive ROI models and dashboards tying AI investment to productivity and cost efficiency — directly informing multi-million-dollar funding decisions.

## Training & Development Leadership (Associate Director / Manager)

Jul 2023 – Sep 2025

*Kaseya — Miami, FL*

- Built the leadership and manager enablement system for a **5,000+ employee global tech organization** from scratch; launched Kaseya's first enterprise goal-cascading system, aligning Sales, Engineering, Support, and Operations off the same priority set.
- Co-developed Kaseya's first leadership development program with **Gallup** — embedding coaching and performance accountability into revenue-facing teams; built KPI dashboards tying manager effectiveness to engagement and execution outcomes.
- Launched Kaseya's first global New Employee Orientation and designed AI literacy and policy e-learning — the early AI governance programs that prepared the workforce for the enterprise AI rollout that followed.

## Manager of Clinical Training and Development

Aug 2021 – Jul 2023

*Banyan Health Systems — Miami, FL*

- Ran the full clinical training lifecycle across multidisciplinary teams; built capability programs that moved retention and performance outcomes, with the dashboards to prove it — and led implementation of WELLE Behavioral Emergency Safety Training across the organization.

## PH/BH Program Specialist

Jun 2020 – Aug 2021

*Research Foundation for Mental Hygiene, Inc. — Albany, NY*

- Designed training for 55 provider agencies to launch a statewide FEMA Crisis Counseling Program; served as SME to the NYS Psychiatric Institute and Center for Practice Innovations, and co-authored quarterly program reports to NYS and FEMA.

## Integration Specialist

Sep 2019 – Jun 2020

*Foundation for Health Leadership & Innovation — Contract*

- Delivered technical assistance, implementation support, and project management to hospitals and clinics integrating behavioral health into medical practice; ran evidence-based-practice trainings and workshops, including for graduate students at the University of North Carolina.

## Owner & Lead Psychotherapist

Jan 2018 – Oct 2023

*Shaker Mental Health Counseling, P.C. — Albany, NY*

- Ran an independent clinical practice for nearly six years — delivered psychotherapy and executive-adjacent performance work to leaders and individuals in high-pressure environments, building the pattern recognition now used to spot programs breaking down before the metrics catch up.

## CONSULTING & EXPERT ROLES

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- **Leadership Development Author** — SimonSez IT
- **Psychology Subject Matter Expert** — LearningMate

## EDUCATION & DEVELOPMENT

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**M.Ed., Community Mental Health Counseling** — The College of Saint Rose | GPA: 3.96

**B.A., Psychology** — SUNY Oneonta | GPA: 3.87

**Professional Development:** Anthropic Claude Code Technical Workshops — AWS × Anthropic Partner Program (ongoing) · Managing Projects with Microsoft Teams, LinkedIn Learning (2022) · Project Management Bootcamp, Technical Institute of America