

RICHARDCALIENDO

Technical Program Management — AI Adoption & Enablement — Engineering Execution at SaaS Scale
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\$32M	1,500+	7
2026 TARGETED IMPACT	ENGINEERS ENABLED	PRODUCT LAUNCHES SHIPPED

PROFESSIONAL SUMMARY

Technical Program Manager driving \$32M in 2026 Cyber Resilience Product and Engineering impact across 7 shipped product launches, a \$6.4M revenue portfolio, AI enablement for 1,500+ engineers, and a majority-ARR portfolio realignment with BCG. End-to-end execution — from roadmap to risk to delivery on commitment. Graduate background in counseling and organizational change converts to a differentiating instinct for the human system inside every technical program.

CORE COMPETENCIES

- Technical Program Management
- Product & Engineering Roadmaps
- Revenue Retention Programs
- Cross-Functional Delivery
- AI Adoption & Enablement
- Executive ROI & Decision Support
- Risk & Blocker Mitigation
- Senior Stakeholder Management
- Performance Metrics & 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, Codex, Cursor, Lovable, Claude Code, GitHub Copilot, M365 Copilot, 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
- Supported execution across **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 execution across a majority-ARR portfolio.

— Led program-level execution targeting **\$32M in 2026 Cyber Resilience impact** — spanning product delivery, AI enablement, revenue retention, and cloud infrastructure; stood up an executive task force with **BCG** on a majority-ARR portfolio realignment, driving market analysis and pricing decisions.

— Program-managed 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.

— Drove AI tool consolidation and adoption enablement across **Claude, Codex, Cursor, and Lovable** for 1,500+ engineers — pairing rationalization with governance, adoption tracking, and workflow integration; published an AI Enablement community scaling peer-led use cases and MCP showcases.

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** — embedded 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; 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.

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.

CONSULTING & EXPERT ROLES

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

EDUCATION

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

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