

Justin C. Wong

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GitHub: github.com/justincadburywong

Portfolio: justincadburywong.com

TECHNICAL SKILLS

- **Program & Product Management:** Product Operations, GTM Readiness, Supportability, KPI Reporting, Escalation Management, Cross-Functional Leadership, Stakeholder Alignment, Process Improvement, Customer Experience
 - **Technical:** Zero Trust, Networking, DNS, SSL/TLS, APIs, OAuth/OIDC, Cloudflare, AWS, Docker, SQL
 - **Development:** Ruby on Rails, JavaScript/TypeScript, React, PostgreSQL, CI/CD
 - **Analytics & Tooling:** Kibana, Grafana, Looker, Jira, GitHub Actions, AI/LLM Workflow Automation
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WORK EXPERIENCE

Cloudflare — Supportability Program Manager, Zero Trust *San Francisco* • 2021–Present

- Own supportability strategy and operational readiness for Cloudflare One Zero Trust portfolio spanning 8 enterprise products and 10K+ customers
- Reduced escalation rate 35% QoQ (14.2% → 9.2%) and contact rate 8% QoQ through process improvements, tooling, and self-service initiatives
- Lowered support case volume 10% QoQ and touches-per-case 21% QoQ by improving workflows, enablement, and issue prevention programs
- Evaluated 200+ feature launches for support readiness, coordinating cross-functional alignment across Product, Engineering, Support, and GTM teams
- Prevented a potential high-severity customer incident through proactive coordination on Gateway certificate expiry remediation
- Built reporting frameworks analyzing 15K+ annual support cases to identify product gaps, operational inefficiencies, and customer pain points
- Influenced roadmap prioritization for AI-assisted diagnostic tooling projected to reduce recurring support volume by 25–50%
- Led support enablement initiatives including training curriculum development, monthly knowledge-sharing sessions, and GTM readiness reviews
- Contributed 50+ improvements to public documentation and centralized troubleshooting resources for Zero Trust products

Cloudflare — Technical Support Engineer *San Francisco* • 2018–2021

- Resolved complex networking and application delivery issues across DNS, SSL/TLS, CDN, HTTP, and L3/L4 infrastructure for millions of internet properties
 - Managed customer escalations end-to-end while partnering with Engineering on issue resolution and root-cause analysis
 - Analyzed traffic and diagnostic data using Kibana, Grafana, tcpdump, Wireshark, and related tooling
 - Mentored and onboarded 10+ team members; became Zero Trust subject matter expert supporting internal enablement efforts
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PROJECTS

- **PAC File Validator (Internal Support Tool)** *React, Cloudflare Workers, APIs*
Built internal validation platform for enterprise proxy configurations, reducing troubleshooting complexity and improving deployment readiness. Was turned into dashboard product improvements.
- **Epicer** *Rails 8, Hotwire, OCR, PostgreSQL* github.com/justincadburywong/Epicer
Developed full-stack recipe management platform featuring OCR ingestion, structured recipe parsing, responsive UX, and containerized deployment workflows.
- **COVID-Informed (UCSF Research Study)** *Rails, PostgreSQL, SMS Integration* github.com/vchpp/covid-informed
Built multilingual NIH-funded participant engagement platform supporting 1,000+ users across community health outreach initiatives.

EDUCATION AA, Liberal Arts, *College of Marin*