

# FARJAD SYED

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Dr. Aengus Tran,

I'm writing to express interest in the Global Service Excellence Director role at Harrison.ai. My background has consistently centered on building and scaling global service engineering organizations in enterprise SaaS environments—contexts where support is not an afterthought but a direct extension of the product. Standing up a new 24/7 function from scratch while a company expands into regulated markets is a pattern I've lived through more than once.

Across my roles, I've been responsible for designing follow-the-sun operating models, structuring on-call rotations and escalation paths, and building teams that deliver predictable service outcomes without relying on heroics. Much of that work has involved creating the automation, tooling, and governance that keep support scalable—reducing customer escalations by 75% at one point, maintaining 96% CSAT across 200+ enterprise engagements, and growing engineering organizations from 3 to 50+ people across three continents while maintaining service continuity.

Harrison.ai's context—hyper-growth, US market entry, a product that integrates directly into clinical workflows like PACS and RIS—requires someone who has stood up this kind of infrastructure before and can build it without disrupting what already works. The role reports to the CEO with a clear mandate, which is the kind of sponsorship that lets a leader focus on building the right foundation rather than navigating ambiguity about scope and authority.

I'd welcome the opportunity to discuss whether this experience aligns with what you're looking for and how it might support your priorities for the role.

Best regards,

**Farjad Syed**