

Anna Claiborne

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Accomplished technology executive and entrepreneur with a track record of success, leading a startup from concept to \$100M ARR and co-founding two groundbreaking startups that spawned entirely new industries. Offers deep expertise in product development, customer experience, and technology infrastructure. Leadership experience includes advisory board and non-profit board seats.

EXPERIENCE

SVP Product and Software Development, Zayo

June 2023 - Present

Zayo is a telecommunications provider with 17M miles of fiber and the #8 ISP worldwide.

Recruited as a report to the Chief Product Officer to radically transform the business via automation, drive growth within product lines, and improve customer satisfaction issues.

- Created strategy for revitalization of \$500M product line to produce positive EBITDA growth and improve customer experience. Produced YoY MRR increases of 8%, 30%, and 2% across different product line P&L.
- Led a project to retain hyper-scale customers through rapid product feature addition, resulting in >\$3M/mo in new revenue and conservations of over 10M/mo in revenue.
- Restructured 70+ direct reports (software engineers, DevOps, product managers, and owners) to OKR driven product development process resulting in a 3x increase in feature releases and 99.99% service availability.

Chief Technical and Product Officer, and Co-Founder, PacketFabric

July 2015 - June 2023

PacketFabric is the first Network as a Service startup, providing WAN, hybrid cloud, multi-cloud, and Internet connectivity that could be purchased, managed, and operated via a UI or API.

Co-developed the technical concept for NaaS with the co-founder starting a new industry which as grown to over 14B in value. Served as the internal and external face of the company during leadership changes in the co-founding team and provided oversight for product development, engineering, automation, and GTM strategy.

- Built and led a team of 150 staff members, including network engineers, NREs, SREs, software engineers, product managers, product owners, and customer service professionals.
- Created and executed the product strategy that resulted in growth from \$0 to \$100M ARR.
- Led multiple ML strategies internally and AIOps customer-facing strategy. The internal predictive inventory system conserved 2M+ in capital inventory costs over the first 6 months of operation.
- Resigned with a core group of the original engineering after a major acquisition due to a change in company direction. Retained 100% of equity.

VP of Engineering, 6connect

Dec 2011 - July 2015

6connect is a funded startup that built a SaaS orchestration and automation platform for IP address management, DNS management, and physical asset management. The company is a current market leader in the IPAM space.

Recruited by the co-founders post-funding as the first engineering hire to build an engineering team and mature a prototype into a market-ready product.

- Hired, led, and scaled the software engineering and DevOps teams with global members and developed mature operational practices for maintaining the SaaS infrastructure from physical assets to code.
- Lead product strategy through continuous customer feedback to understand what customers would pay for and guide the product roadmap. 6connect achieved profitability on a single \$2M funding round.
- Contributed to system and software architecture and created core algorithms and intellectual property.

Senior Product Manager, Security Services, Terremark

Mar 2008 - Oct 2011

Terremark was a publicly traded multi-tenant data center builder and operator (acquired by Verizon in 2011 for \$1.4B).

Managed three direct reports with full P&L responsibility as a report to the CTO. Focused on investigating M&A opportunities in the cybersecurity space to drive growth in security revenue by layering security services on an existing customer base.

- Guided delivery of a product portfolio of standardized services for IDS, IPS, and DPI threat services, all with 24x7 SOC monitoring and a customer portal for customers to view real-time security alerts.
- The product provided sales teams with a simple value proposition for selling to a massive, underserved customer base (<1% were purchasing security services at the time).
- Trained sales teams in upselling into their existing colocation customer base, transforming a product line with a negative margin to profitability by scaling revenue >300%.
- Lead multiple M&A due diligence activities, including technical due diligence and financial modeling.

Direct and Co-Founder, Prolexic

Jan 2004 - Aug 2007

Prolexic was the first DDoS mitigation provider (acquired by Akamai in 2014 for \$370M).

Partnered with co-founders to launch a first-of-its-kind DDoS mitigation provider, which spawned a \$4.1B industry.

- Built and managed a 15-member team that included software engineering, customer service, and SOC.
- Designed and coded company core intellectual property and network automation tools.
- Efforts resulted in the company becoming cash flow positive within two years with a healthy customer base.

Prior experience in software engineering and network engineering roles.

EDUCATION

BS in Genetics, Minor in Computer Science, University of California, Davis - Davis, CA

MEDIA

Forbes - [Colt, PacketFabric Tackle the New Telco](#) (2021)

Google Cloud Blog - [Women in Tech](#) (2021)

Juniper - [Case Study](#) (2020)

Light Reading - [We Can Build a Better Telecom](#) (2020)

SFgate.com - [Movers and Shakers](#) (2012)

New Yorker - [The Zombie Hunters](#) (2005)

Podcast appearances - [Imposter Syndrome](#) (2023), [Infosec Institute](#) (2023), [Future Rodeo](#) (2023), [Cyberwork](#) (2023), [Inspired Execution](#) (2022), [PacketPushers Day Two Cloud](#) (2021), [Pirate Radio](#) (2021), [Tech Deep Dive](#) (2019)

AWARDS

PacketFabric - PTC Innovation Award (2018), Capacity Media - SDN Market Disruptor (2018), Gartner Cool Vendor (2020)
CRN 10 Hottest Networking Startups (2020), Fierce Telecom Innovation of the Year (2020), Intellyx Digital Innovator (2021)
Prolexic - RedHerring Top 100 Private Company (2005)

BOARDS & COMMITTEES

Network Automation Forum (NAF), Advisory Board (2023 - present)

6connect, Advisory Board (2015 - present)

North American Network Operators Group (NANOG), Program Committee (2017)

Global Peering Forum, Board Member (2005 - 2011)

PHILANTHROPY

SLDSCA (501-c3) - Board Member - Coordinated multiple charity fundraising events that resulted in \$1.2M in funds in five months. The money raised was contributed to Donner Land Trust to preserve 3,000 acres in the Sierra Nevadas.

Clover Valley Preservation (501-c3) - Coordination Volunteer - Assisted in the process of creating a ballot referendum to change the city general plan and zoning to protect Native American historical sites.