Barun Mazumdar

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EDUCATION

University of California Berkeley, Haas School of Business, Berkeley, CA   **August 2014 - May 2017**
- Master of Business Administration
- EWMBA Association elected executive: Chief Financial Officer (Treasurer) managing affairs of entire Haas student body
- Vice President, Haas Technology Club managing relations between student body and the technology industry
- Relevant courses: Economics, Finance, Marketing, Financial reporting, M&A, Operations, Design thinking, Strategy

University of Southern California (USC), Los Angeles, California   **August 2006 - December 2007**
- Master of Science in Electrical Engineering
- Graduate Representative, USC Southern California Indo Americans (SCIA): represented 1200 students and increased membership by 500% by networking at other graduate events, organizing tailgates and grass-roots marketing

Visveswaraiah Technological University (VTU), Bangalore, India   **September 2002 - June 2006**
- Bachelor of Engineering in Electronics and Communications; graduated First Class with Distinction (highest possible)
- Co-founder and chair of Placement Committee for BMS Institute of Technology: showcased school achievements to companies, invited them to recruit and trained students leading to the recruitment of >90% of eligible students

PROFESSIONAL EXPERIENCE

Akamai Technologies, San Francisco, CA   **June 2010 – Present**

Senior Engagement Manager – *Media Professional Services*   **October 2015 – Present**
- Led a large cross functional team to turn around an at-risk huge media client with immediate impact within four weeks
- Led business reviews with C-level executives and collaborated with strategic account representatives on contract renewal to ink larger MRR deal with additional value added services
- Awarded spot award by senior management for retaining, growing and delivering service excellence to strategic accounts

Senior Project Manager – *Foundation Professional Services*   **January 2014 – Present**
- Managed professional services team of project mangers and architects responsible for over $150mm accounts in revenue
- Led Project Board to mentor project managers and establish guidelines to be followed globally; recruited global team
- Managed the largest events in the history of the internet; received multiple awards and recognition from client
- Managed numerous successful cross-functional SaaS projects to become the company wide go-to expert
- Led business reviews with clients, retaining and growing business in the process
- Built professional services team to handle the largest strategic clients by forecasting resource requirements
- Led employee retention initiative persuading executives, effectively reducing churn rate by 80% over a year
- Formed and implemented foundation methodology across teams by customizing agile and waterfall methodologies

Project Manager - *Responsible for Apple*   **January 2012 – December 2013**
- Serve as single Akamai point-of-contact across multiple Apple teams; oversee a team of 3 architects to integrate Apple applications onto Akamai's platform
- Identified opportunity to shorten sales cycle by 70% by creating packages that the client could share across stakeholders
- Persuaded Apple to invest in Akamai solution previously considered off-limits due to security concerns; oversaw the project which was referred to by Akamai management as a strategic win
- Encouraged management to alter on-boarding process to include more personalized training, white-boarding sessions, lunch and learn sessions; formally mentored and on-boarded 5 employees, 2 of whom have functionally senior roles

Technical Support Engineer   **June 2010 – December 2011**
- Suggested new process for more efficient issue resolution ultimately adopted by support teams globally
- Led a team of 4 engineers on US blitz team; achieved goal of resolving 60% of cases within a day and 90% within a week
- Awarded spot-award on recommendation from NFL Inc. for outstanding support of online broadcast of NFL games

Client: Wells Fargo Bank, San Francisco, CA; Employer: Agama Solutions Consulting   **October 2008 – June 2010**

IT Consultant/QA Analyst
- Drove integration of HP Quality Center with other HP and Microsoft products; increased adoption of the tool by 50%
- Designed a new process flow for tracking support cases reducing average time to resolution by more than half

Client: Cigna Healthcare, Raleigh, NC; Employer: SQA Inc. Consulting   **March 2008 – October 2008**

IT Consultant

USC Shoah Foundation Institute, Los Angeles, California   **August 2006 – December 2007**

Database Assistant
- Student supervisor for a non-profit to spread awareness about the Holocaust through the use of visual testimonies

ABB Ltd., Bangalore, India   **February 2006 – April 2006**

Robotics Division Project Intern
- Led a team to develop an AGV; recognized for scientific achievement in the ABB technical journal and local media

COMMUNITY WORK

- Rebuilt Akamai's local Corporate Citizenship Committee. Created weeklong office-wide community care event attended by 60+ employees including the Boston-based CEO; now an annual event. Led team of 20 at SF AIDS Walk.
- Mentored high school freshmen in Entrepreneurship for a year through BUILD; selected by BUILD to be ambassador