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Shantanu Rao

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Summary

- Highly rated product leader with multiple, successful product launches
- Award winning technologist with experiences spanning the full product development cycle

Relevant Skills

Product:	Strategy, User Research, Analytics, A/B Tests, Design Thinking, Agile
Mobile and Web:	iOS, Swift, Python, HTML5, CSS3, JavaScript
Cloud and Data:	Linux, SQL, Hadoop, Google Cloud, AWS
Networks and Security:	TCP/IP stack, HTTP, SSL, DNS, cybersecurity, cryptography

Work Experience

Product Manager, Services Products

November 2013 – March 2015

Palo Alto Networks, *Santa Clara, CA*

- Product-managed the complete technical services product line (\$200M annual revenue).
- Conducted user interviews and data analyses to understand latent customer needs.
- Led cross-functional teams comprising engineering, sales, marketing, and services with an empathetic leadership style.
- Facilitated executive level strategy sessions and decisions, both internally and with customers.
- Created business cases, product roadmaps, product requirements, wireframes, mockups, marketing collateral, and pricing proposals.
- Launched four successful products with exclusive ownership from concept to launch.
- Awarded top quarterly honor (June 2014) in a 20-member product management organization.

Manager, Technical Support Engineering

April 2011 – November 2013

Brocade, *San Jose, CA*

- Managed a highly-successful engineering team (of 16) responsible for all technical services (\$12M annual revenue) for Brocade's application delivery product line.
- Rated "Top Performer" (3 times in 2011-2013) for delivering highest customer satisfaction by any team in the product division.
- Provided technical expertise on design and operation of high-performance, customer-facing application infrastructures.
- Led executive-level sales and services discussions with clients such as Yahoo, AT&T, Rackspace, and Goldman Sachs.

Senior Product Engineer, Application Delivery

July 2008 – April 2011

Brocade, *San Jose, CA*

- Engineered complex systems to solve data-center problems related to: server load balancing, network application optimization, DNS-based global traffic distribution, web-caching, and high-availability/redundancy of network appliances.
- Designed and developed a highly-regarded lab management application (PHP and MySQL). It is still used by many Brocade engineers who prefer it over Brocade's "official" lab application.
- Rated "Top Performer" (2010) for strong technical results.

Network Security Engineer

July 2007 – July 2008

Cisco, San Jose, CA

- Provided advanced technical consulting to Cisco customers on firewalls, VPN, Intrusion Prevention Systems (IPS), security management software, and enterprise routing and switching.
- Achieved CCNA and CCIE Security (written) certifications.

Graduate Researcher

August 2005 – June 2007

Wichita State University, Wichita, KS

- Designed a secure architecture for the management of consumer mobile RFID devices.
Publication: soar.wichita.edu/handle/10057/1528
- Developed proof-of-concept simulation software in C++.
- Researched performance characteristics of video and audio encoding algorithms over IP networks.

Independent Coursework

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|------------------------------------|---|
| • Product Design | • Full Stack Foundations |
| • Rapid Prototyping | • Developing Scalable Apps in Python |
| • Human Centered Design | • OAuth: Authentication & Authorization |
| • Innovation: Ideas to Marketplace | • Managing an Agile Team |

Education

Nanodegree, iOS Software Development, Udacity

February 2016

M.S. Electrical Engineering, Wichita State University

May 2007

- Graduated top of class
- Chapter President of Institute of Electrical and Electronics Engineers (IEEE)

B.S. Computer Engineering, Wichita State University

May 2005

- Magna cum Laude
- Awarded university's most prestigious leadership honor (Senior Honor Man)