


seemantkulleen

vice-president support


team development
performant teams
customer success
loyal customers
user experience
data visualization
team turnaround
core values

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2011–2013

Engine Yard, Inc.

director customer support | business manager support & services

- » defined packages & pricing for Customer Support & Professional Services offerings.
- » rewrote & optimized customer support website for human & search engine visitors.
- » implemented SOC-2-compliant Customer Support Policy.
- » turned 30-member remote/global team from high-attrition to high-performance.

-  effected 100% paid-support coverage across customer base within 8 months.
-  maintained 98% customer satisfaction & 97% employee satisfaction within 6 months.
-  achieved quarterly 15% growth in premium-tier upsells within 20 months.

executive product management


- » defined, prioritized & communicated roadmap for flagship PaaS (cloud) product.
- » reintegrated feedback & QA into development & release processes.
- » introduced predictable/cadenced release cycles into agile development workflow.

2005–2011

Brontes Technologies, a 3M company

founder customer support | manager global integration

- » created customer service at inaugural launch of 3D oral scanner (medical device).
- » assembled cross-functional alliances, teams, procedures & processes.
- » scaled & localized support staff & logistics to cover US, EU and APAC regions.
- » ensured smooth adoption of technological disruption to traditional dental workflows.
- » implemented regulatory compliant customer support & product improvement cycles.
- » represented voice of dentists & labs into product strategy & roadmap.

-  team members nominated/awarded 3M Pyramid of Excellence 3 years in a row.

senior engineer systems engineering | interim lead it

- » developed image capture routines for (1st generation) real-time 3D-video oral scanner.
- » architected secure data POC framework for dentists, labs, & fabrication centers.
- » modernized development tools, environments, & workflows.
- » hardened & secured IT infrastructure (auth/auth, network, systems, services).

pre-launch




2002–2007

Gentoo Linux

manager development | manager operations

- » introduced triage process for timely & efficient handling of user issues.
- » lowered technical & procedural barriers to entry for user-community involvement.
- » structured (functionally & logically) rapidly growing global organization.

- » held together & rebuilt developer team following mass attrition due to project split. 

-  grew 100% volunteer development team from 15 to 250 within 24 months.
-  installed user base grew from 750 to 1.5 million in 24 months.
-  Distrowatch's 5th most popular Linux distribution for 4 consecutive years.



2003–2007

Gentoo Linux Project

founding member council

- » liaised with corporate sponsors & partners.
-  re-elected 3 times, served 3 times on 7-seat council.

2003–2006

Gentoo Nonprofit Foundation

founding trustee board

- » legal counsel liaison during 501(c)6 status filing.
-  re-elected 3 times, served 4 times on 11-seat board.



2013	Are you your own customer? 🔗 Silicon Valley Code Camp	speaker
2012	Passion, Happiness, Programming 🔗 Hamburg PHP Users Group	guest speaker
2005	Try open source, Try Gentoo Linux FOSS.in conference at bangalore, india	keynote speaker
2002–2005	LinuxWorldExpo, GDC & CES conferences booth presence & breakout sessions.	representative



2003–2005	Gentoo Developer's Handbook 🔗 documentation of Gentoo's core values, including standards, policies & procedures.	author & editor
2003–2005	Gentoo Recruiter's Handbook 🔗 hr manual/procedures for recruitment & retirement of Gentoo developers.	author & editor
2004	USE flags in Gentoo 🔗 tutorial about one of Gentoo's key strengths around user customization.	author & editor
2004	Gentoo Initscripts Guide 🔗 user guide for Gentoo's dependency-based init system & scripts.	editor



2008	3M peer-nominated “business unit award for outstanding achievement.”	pyramid of excellence3M Dental
1999	Rochester Institute of Technology academic & living expenses to perform thesis research.	research assistantshipHewlett-Packard
1989–1994	University of Rochester academic expenses; merit-based.	scholarshipGenesee



2000	Rochester Institute of Technology thesis: “Image Processing with Cellular Neural Networks” focus: artificial intelligence	m.s candidatecomputer science
1994	University of Rochester minor: economics certificate: management	b.s.optics
1979-1989	International School of Lusaka (Zambia) majors: physics, economics	high schoolgcse & o'levels