

# seemantkulleen

executive, Products & Support



2011–2013

## Engine Yard

business manager, Support & Services

- » Productized Customer Support & Professional Services offerings.
- » Created & documented *SOC-2*-compliant Customer Support Policy.
- » Increased upsell rate by **15%**.

product management executive, Cloud

- » Created process & workflow to ensure consideration of internal & external feedback.
- » Integrated PM, QA & documentation into product development & release process.
- » Introduced weekly-cadenced release cycle into agile development workflow.

director, Customer Support

- » Transitioned emergency responses from adrenaline-driven to process-driven events.
- » Increased employee loyalty from 60% to above **90%** in 3 months.
- » Improved customer satisfaction from 79% to **98%** in 6 months.

2005–2011

## 3M & Brontes Technologies

global manager, Integration & Customer Service

- » Scaled logistics & escalation processes for EU & US support centers.
- » Trained & mentored EU-based support engineers.
- » **2<sup>nd</sup>** mentored employee nominated for 3M Pyramid of Excellence award.

global technical lead, Customer Service

- » Represented voice of customer in product strategy & roadmap planning process.
- » Updated procedures, processes & documents for *EU*-compliance.
- » **1<sup>st</sup>** mentored employee nominated & awarded Pyramid of Excellence.

founder & lead application specialist, Customer Service

- » Founded customer service during post-acquisition go-to-market.
- » Created systems, processes & procedures for issue tracking, escalation & resolution.
- » Hired, trained & mentored 2 level I reps & 2 level II hardware engineers.

senior software engineer, Systems & IT

- » Updated & modernized development toolchain, workflow, tools.
- » Wrote image capture libraries & *HIPAA*-compliant data concept framework.
- » Hardened & secured IT infrastructure (auth.+auth., network, systems, services).

2002–2007

## Gentoo Linux

trustee, Gentoo Foundation Board

- » Co-authored & edited non-profit charter documents.
- » Liaised with legal counsel for 501(c)6 status filing.
- » Re-elected twice to board of 11 trustees.

member, Gentoo Council

- » Represented Developer Relations & User Relations in council sessions.
- » Rebuilt team in **90 days** following project fork.
- » Re-elected 4 times to council of 7 representatives.

head, Development & Operations

- » Created & implemented organizational structure for rapidly growing team.
- » Represented Gentoo at LinuxWorldExpo, GDC & CES conferences.
- » Grew volunteer team from 15 to 250 & users from 750 to **1.5 million** in 24 months.

developer

- » Introduced triage process for timely & efficient handling of user issues.
- » Integrated user feedback into development process.
- » Wrote/edited/maintained ebuilds, eclasses, end-user documentation.

2000–2001

## Countrywide Home Loans

senior knowledge engineer, Artificial Intelligence

- » Implemented new features & improved functionality for internal loan software.

✉  
Gmail: seemantk

☎  
+1 (617) 407 0446

📠  
Skype: seemantk

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248 third street  
#507  
oakland, ca 94607

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seemantk

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product development  
product management  
user experience  
team cohesion  
emotional intelligence  
customer success  
customer loyalty  
data visualization



2013	<b>Silicon Valley Code Camp</b> ∞ Who are your customers?	speaker
2012	<b>Hamburg PHP Users Group</b> ∞ Passion, Happiness, Programming	speaker
2004	<b>FOSS.in</b> Try open source, Try Gentoo Linux	speaker



2008	<b>3M</b> Peer-nominated “business unit award for outstanding achievement.”	pyramid of excellence, Digital Dentistry
1999	<b>Rochester Institute of Technology</b> Academic & living expenses to perform thesis research.	research assistantship, Hewlett-Packard
1989–1994	<b>University of Rochester</b> Merit-based percentage of academic expenses.	scholarship, Genesee



2000	<b>Rochester Institute of Technology</b> Specialty: Artificial Intelligence Thesis: “Image Processing with Cellular Neural Networks”	m.s candidate, Computer Science
1994	<b>University of Rochester</b> Minor: Economics Certificate: Management	b.s., Optics
1979-1989	<b>International School of Lusaka</b> Majors: Physics, Economics	high school, GCSE/'O' Levels