seemant**kulleen**
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.

pre-launch
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).

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, 7-seat council

» liaised with corporate sponsors & partners.
▥ re-elected 3 times, served 3 times.

2003–2006	**Gentoo Nonprofit Foundation**	founding trustee, 11-seat board

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

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

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

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2008	**3M**	pyramid of excellence, 3M Dental
	peer-nominated "business unit award for outstanding achievement."	
1999	**Rochester Institute of Technology**	research assistantship, Hewlett-Packard
	academic & living expenses to perform thesis research.	
1989–1994	**University of Rochester**	scholarship, Genesee
	academic expenses; merit-based.	

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