

seemantkulleen

executive, products & support



2011–2013

Engine Yard, Inc.

untitled executive, **product management**

- » reintroduced PM into flagship platform-as-a-service (PaaS) product development.
- » reintegrated internal/external feedback & QA into development & release processes.
- » created roadmap process with agile product development & cadenced release cycle.

director, **customer support** & business manager, **support & services**

- » introduced simply executable processes for mass outages & v.i.p. support.
- » defined packages & pricing for Customer Support & Professional Services offerings.
- » implemented SOC-2-compliant Customer Support Policy.

- » executed cultural & workflow changes: increased employee satisfaction & retention.

- customer satisfaction steady at 98% within 6 months (up from 79%).
- 100% customer coverage of paid support plans within first 8 months.
- quarterly 15% increase in premium-tier upsells during 2nd year.

2005–2011

Brontes Technologies, a 3M company

senior engineer, **systems software & i.t.**

- » 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).

post-acq'n

founder, **customer service** & manager, **global integration**

- » created customer service infrastructure during inaugural product launch.
- » assembled cross-functional workflow for timely issue resolution & product feedback.
- » implemented systems to track, document, resolve & measure customer issues.

- » represented voice of customer in product strategy & roadmap sessions.
- » established *EU-* & *HIPAA*-compliant service, repair & quality management processes.
- » scaled support & quality logistics to internal & 3rd-party service providers (US & EU).

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

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 rapidly growing organization into functional & logical teams.

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

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



2003–2007

Gentoo Linux, Inc.

founding member, **7-seat council**

- » corporate partner liaison (AMD, Inc. & Nvidia, Inc.).
- re-elected 3 times, served 3 times (declined final nomination).

2003–2006

Gentoo Foundation (Non-profit)

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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seemantk

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



2013	Silicon Valley Code Camp "Who are your customers?"	speaker
2012	Hamburg PHP Users Group "Passion, Happiness, Programming"	guest speaker
2005	FOSS.in conference "Try open source, Try Gentoo Linux"	keynote speaker
2002–2005	LinuxWorldExpo, GDC & CES conferences booth presence & breakout sessions.	representative



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



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



2004	USE flags in Gentoo Linux <i>Later incorporated into the official Gentoo Developers Handbook</i>	author, tutorial/manual
2003	Gentoo Developer's Handbook "Founding" document for Gentoo's Developer Relations team	author & editor, guide/manual
2003	Gentoo Recruiter's Handbook <i>Assessing candidates, as well as logistics & checklists for creating/terminating access.</i>	author & editor, guide/manual
2004	Gentoo Initscripts <i>Gentoo's initscripts were a user-friendly departure from mainstream Linux distributions.</i>	editor, guide/tutorial