

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 managers 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 engineers 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 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?	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.	



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.	



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



2000	Rochester Institute of Technology	m.s candidatecomputer 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 schoolgcse & o'levels
	majors: physics, economics	