

# seemantkulleen

executive, products & support



2011–2013

## Engine Yard, Inc.

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 2<sup>nd</sup> year.

2005–2011

## Brontes Technologies, a 3M company

senior engineer, systems engineering & interim lead, IT

- » developed image capture routines for (1<sup>st</sup> 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 3M & 3<sup>rd</sup>-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 5<sup>th</sup> most popular Linux distribution for 4 consecutive years.



2003–2007

## Gentoo Linux, Inc.

founding member, 7-seat council

- » liaised with corporate sponsors & partners.
- re-elected 3 times, served 3 times (declined final nomination).

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.



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



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



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



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



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