

# seemantkulleen

executive, Products & Support



2011–2013

## Engine Yard

director, Customer Support & business manager, Support & Services

- » Created scalable outage & emergency response processes.
- » Created & implemented SOC-2-compliant Customer Support Policy.
- » Implemented culture change to increase employee satisfaction and loyalty.

- ▣ Redefined & operationalized support offerings to cover 100% of customer base.
- ▣ 79% to 98% customer satisfaction improvement within first 6 months.
- ▣ Defined & packaged Support & Professional Services offerings: 15% upsell uptick.

untitled executive, Product Management

- » Introduced PM & QA into flagship PaaS product development & release processes.
- » Integrated internal & external feedback into development process.
- » Guided agile development workflow into cadenced weekly release cycle.

2005–2011

## Brontes Technologies, a 3M company

senior software engineer, Systems & IT

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

lead application specialist, Customer Service

- » Implemented customer service during post-acquisition go-to-market.
- » Instituted systems & processes for issue tracking, escalation & resolution.
- » Assembled cross-functional team of front-line reps & escalated support engineers.

global technical lead, Customer Service

- » Represented voice of customer in product strategy & roadmap process.
- » Updated procedures, processes & documents for EU-compliance.

global manager, Integration & Customer Service

- » Implemented scalable logistics & escalation processes to multiple EU & US centers.
- » Mentees nominated/awarded 3M's Pyramid of Excellence in 3 consecutive years.

2002–2007

## Gentoo Linux

development lead, Gentoo Linux

- » Created & implemented organizational structure for rapidly growing team.
- » Integrated user feedback into development process.
- » Introduced triage process for timely & efficient handling of user issues.

- » Wrote & maintained ebuilds & eclasses as well as internal & external documentation.
- » Grew user base from 750 to **1.5 million** in 24 months.
- » Grew developer team from 15 to **250** in 24 months.

board member, Gentoo Council

- » Rebuilt team in 90 days following 50% volunteer attrition due to project fork.
- » Liaised with corporate partners (Intel & Nvidia).
- » **Re-elected 4 times** to seven-seat leadership council.

board trustee, Gentoo Foundation

- » Co-authored & edited non-profit charter documents.
- » Liaised with legal counsel for 501(c)6 status filing.
- » **Re-elected 3 times** to eleven-seat board of trustees.

2000–2001

## Countrywide Home Loans

senior knowledge engineer, Artificial Intelligence

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



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seemantk

product development  
product management  
team turnaround  
emotional intelligence  
user experience  
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	guest speaker
2004	<b>FOSS.in</b> Try open source, Try Gentoo Linux	keynote speaker
2002–2005	<b>LinuxWorldExpo, GDC &amp; CES conferences.</b> Led booth presence as well as breakout sessions.	Representative



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