

# seemantkulleen

executive, products & support



2011–2013

## Engine Yard, Inc.

untitled executive, **product management**

- » reintroduced PM into flagship platform-as-a-service (PaaS) development process.
- » 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**

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

- 98% customer satisfaction within 6 months, up from 79%.
- 100% of customers covered by paid support within first 8 months.
- 15% increased premium-tier upsells in 2<sup>nd</sup> year.

2005–2011

## Brontes Technologies, a 3M company

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

- » developed image capture libraries & interfaces for real-time 3-D dental scanner.
- » architected POC framework for dentists, labs & fabrication centers to exchange data.
- » modernized development tools, environments, & workflows.
- » hardened & secured IT infrastructure (auth.+auth., network, systems, services).

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

- » created customer service function as part of (post-acquisition) initial product launch.
- » implemented systems to track, document, resolve & measure customer issues.
- » assembled cross-functional workflow for timely issue resolution & product feedback.
- » represented voice of customer in product strategy & roadmap sessions.

- » established *EU*- & *HIPAA*-compliant service, repair & quality management processes.
- » scaled escalation & quality logistics to internal & 3<sup>rd</sup>-party service providers (US & EU).
- 3 consecutive years: team members nominated/awarded 3M Pyramid of Excellence.

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.

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



2003–2007

## Gentoo Linux, Inc.

founding member, **Council (7 seats)**

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

2003–2006

## Gentoo Foundation (Non-profit)

founding trustee, **Board (11 seats)**

- » edited non-profit charter documents.
- » legal counsel liaison for 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	<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> 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> specialty: 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>