seemantkulleen
executive, products & support

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

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% of customers covered by paid support within first 8 months.
▥ premium-tier upsells increased 15% quarterly in 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 POC secure data framework for dentists, labs, & fabrication centers.
» modernized development tools, environments, & workflows.
» hardened & secured IT infrastructure (auth/auth, network, systems, services).

(post-acq.)   founder, **customer service** & manager, **global integration**
» created customer service function during inaugural 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 & 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, **Council (7 seats)**
» 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, **Board (11 seats)**
» legal counsel liaison for 501(c)6 status filing.
▥ re-elected 3 times, served 4 times.

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2013	**Silicon Valley Code Camp**	speaker
	"Who are your customers?"	
2012	**Hamburg PHP Users Group**	guest speaker
	"**P**assion, **H**appiness, **P**rogramming"	
2004	**FOSS.in**	keynote speaker
	"Try open source, Try Gentoo Linux"	
2002–2005	**LinuxWorldExpo, GDC & CES conferences.**	representative
	booth presence & breakout sessions.	

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

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