

seemantkulleen

executive, Products & Support



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seemantk



customer success
customer loyalty
user experience
product management
data-driven strategy
product development
executive management
team dynamics
empathic leadership
data visualization



d3

javascript, ruby

python, django

css3, html5

linux, bash

C, C++

2012–2013

Engine Yard

business manager, Support & Services

- » Productized Customer Support & Professional Services offerings.
- » Created & documented SOC-2-compliant Customer Support Policy.
- ▣ Increased upsell rate by 15%.

2012

product management executive, Cloud

- » Created process & workflow to ensure consideration of internal & external feedback.
- » Integrated PM, QA & documentation into product development & release process.
- ▣ Introduced (weekly) cadenced release cycles into agile development workflow.

2011–2012

director, Customer Support

- » Transitioned adrenaline-driven emergency responses to process-driven events.
- ▣ Increased employee loyalty from 60% to above 90%.
- ▣ Expanded support offerings to cover 100% of customers.

2009–2011

3M & Brontes Technologies

global manager, Integration & Customer Service

- » Scaled logistics & escalation processes for EU and US support centers.
- » Trained & mentored EU-based support engineers.
- 👤 2nd mentored employee nominated for 3M Pyramid of Excellence award.

2009

global technical lead, Customer Service

- » Represented voice of customer in product strategy & roadmap planning process.
- » Updated procedures, processes & documents to *EU*-compliance.
- 👤 1st mentored employee nominated & awarded Pyramid of Excellence.

2007–2009

founder & lead application specialist, Customer Service

- » Founded customer service as part of initial go-to-market.
- » Created systems, processes & procedures for issue tracking, escalation & resolution.
- ▣ Hired, trained & mentored 2 level I reps & 2 level II hardware engineers.

2005–2007

senior software engineer, Systems & IT

- » Updated & modernized development toolchain, workflow, tools.
- » Wrote image capture libraries & *HIPAA*-compliant data concept framework.
- » Secured/hardened IT infrastructure (auth. & auth./network/systems/services).

2004–2007

Gentoo Linux

trustee, Gentoo Foundation Board

- » Co-authored & edited non-profit charter documents.
- » Liaised with legal counsel for 501(c)6 status filing.
- ▣ Re-elected twice to board of 11 trustees.

2003–2007

member, Gentoo Council

- » Represented Developer Relations & User Relations in council sessions.
- ▣ Rebuilt team in 90 days following project fork.
- ▣ Re-elected 4 times to council of 7 representatives.

2002–2007

head, Development & Operations

- » Created & implemented organizational structure for rapidly growing team.
- 👤 Represented Gentoo at LinuxWorldExpo, GDC & CES conferences.
- ▣ Grew volunteer team from 15 to 250 & users from 750 to ~1.5 million in 24 months.

2002–2007

developer

- » Introduced triage process for timely & efficient handling of user issues.
- » Integrated user feedback into development process.
- » Wrote/edited/maintained ebuilds, eclasses, end-user documentation.

2000–2001

Countrywide Home Loans

senior knowledge engineer, Artificial Intelligence

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



2013	Silicon Valley Code Camp ∞ Who are your customers?	presenter
2012	Hamburg PHP Users Group ∞ Passion, Happiness, Programming	guest speaker
2004	FOSS.in Try open source, Try Gentoo Linux	keynote speaker



2008	3M “business unit award for outstanding achievement.”	pyramid of excellence, Digital Dentistry
1999	Rochester Institute of Technology Awarded academic & living expenses to perform thesis research.	research assistantship, Hewlett-Packard
1989–1994	University of Rochester Merit-based award for percentage of academic expenses.	scholarship, Genesee



2000	Rochester Institute of Technology Specialty: Artificial Intelligence Thesis: “Image Processing with Cellular Neural Networks”	m.s candidate, Computer Science
1994	University of Rochester Minor: Economics Certificate: Management	b.s., Optics
1979-1989	International School of Lusaka Majors: Economics, Physics	high school, GCSE/'O' Levels