

Tom O'Hare

tohare@gmail.com | +1 978-979-1810 | [linkedin.com/in/tomo3](https://www.linkedin.com/in/tomo3) | Salem, MA USA

About

An accomplished engineering manager and software engineer with 25+ years of experience in the areas of software engineering, web development, customer management, and organizational leadership. Consistently delivers results through fostering innovative thinking and collaborative problem-solving approaches. Always help my customers succeed and lead team to exceed expectations.

- **Management Style:** A dynamic team leader bringing enthusiasm and tenacity. A problem solver, attracting staff and motivating team members to achieve challenging individual, customer, and company objectives. Passionate, resilient, approachable leader who openly communicates and works well across all levels of an organization.
- **Proven Performance:** A significant track record of outstanding execution against objectives, engineering leadership and entrepreneurial innovation. Proven history of creating high performing teams that employ creative solutions to achieve unique customer objectives and aggressive company goals.

Professional Experience

Akamai Technologies, Inc.

Director of Engineering, Portal & Platform Engineering

Cambridge, MA
March 2017 – Present

- Leading a talented, **globally distributed team of 60+** developers, architects, and systems engineers building Akamai's Portal, platforms and systems that help power Akamai products.
- Launched Portal in the Cloud, by migrating the Portal to Microsoft Azure Cloud. This was a multi-year effort that yielded many benefits including **greater agility and resilience**, a simpler user experience, and less overhead for all teams that use the Portal.
- Responsible for helping organize, obtain and maintain multiple compliance standards including PCI and FedRAMP. Integrated vulnerability management into release process and **infused security best practices** across the engineering teams.
- Responsible for managing cloud (Azure, AWS) and software partners with \$4 million dollar annual budget.

Akamai Technologies, Inc.

Senior Engineering Manager, Portal Engineering

Cambridge, MA
April 2013 – 2017

- Led multiple engineering teams responsible for web application development for the customer-facing Portal in support of **Akamai's \$2B+ revenue base**. These applications support a variety of mission-critical activities for Akamai's direct customers, partner specific functionality, and developer use cases. Teams are run using an Agile philosophy with continuous integration, frequent-release, and constant feedback from our customer base.
- Overhauled the platform engineering end-to-end development model, which improved launches from two to three times per year **to every month consistently with less downtime**.
- Established the front-end framework and launched a core design system of over two dozen UX designed components to cover a variety of use cases for product teams. The result was a greatly improved user experience and cohesive look and feel for **over 500 applications** that comprise the Portal. Technologies include Java, Angular, Oracle, Python, Docker and more.

Akamai Technologies, Inc.
Engineering Manager, Portal Engineering

Cambridge, MA
April 2011 – 2013

- Led the launch of the Property Manager application, Akamai's most used and important customer application. This technology was **adopted by 1,500 customers and 5,500+ digital properties within its first year of launch**.
- Managed a diverse team of senior and entry-level software engineers. Our mission was to **drive customer self-service** and partner enablement through UI and REST API based CDN configuration self-service tools.
- The application we developed, Property Manager, is **used daily by thousands** of Akamai employees and customers. They use it daily for routine and mission critical configuration changes. The CDN configuration templates and artifacts are **included in tens of thousands of configurations** affecting Internet traffic caching and management for many major content providers and customers.

Akamai Technologies, Inc.
Product Manager, Edge Performance

Cambridge, MA
April 2010 – 2011

- Founded and brought to market the Mobile Accelerator solution for mobile apps and websites as a Product Manager. Collaborated closely with engineering on technical requirements, roadmap and prioritization of work. Worked closely with a diverse set of customers on understanding their challenges and addressing each through a phased product adoption rollout.
- Managed the delivery of Akamai's mobile performance and adaptation products to our high profile customers all around the world. Those projects involved a cross-disciplinary core team of solution architects, support engineers and product management.

Akamai Technologies, Inc.
Senior Practice Manager, Global Professional Services

Cambridge, MA
July 2004 – 2010

- Focused on building specialized technology and industry vertical practices to scale Akamai's explosive customer and revenue growth. Professional Services team expanded from **15 people in a few offices to 200+ resources in 18 offices globally**. Traveled to over a dozen countries in EMEA and APJ to buildout Akamai's professional services and customer support business. Trained employees, customers and partners on Akamai's products and led the implementation of multiple new products into customer environments.
- Part of team that built a scalable implementation practice in start up environment as company experienced significant customer growth. Partnered with engineering and product management to ensure successful delivery of new products and services. Led initiatives for channel partnerships and **customer self-service** tools. Helped transform group **from free integration service to value-add** professional services organization.
- Services Manager (July 2008-2010)
- Technical Lead (July 2004-2008)

Akamai Technologies, Inc.
Principal Solutions Architect, Integration Services

Cambridge, MA
Jan 2000 – 2004

- Achieved highest level of Akamai product knowledge by working directly with Akamai's customers and engineering teams. Provided thought leadership in technology to the business and guided customers to successful implementation. Initiated customer driven innovation by taking lessons learned from multiple customer engagements to write the technical requirements for **new edge CDN features**. Once developed, helped test and rollout the new features into customer environments.
- Senior Integration Consultant (January 2000 – 2002)

EBSCO Publishing, Inc.

Senior Software Engineer

Ipswich, MA

Feb 1997 – Jan 2000

- Established and led front-end development of newly formed online library search team. Collaborated effectively with back-end team remotely located in Vancouver, Canada. Launched multiple innovative new web applications, including the companies **flagship EBSCOhost**, with talented core team from range of disciplines including: UX, QA, Operations, DBAs and Product Management.

Banyan Systems, Inc.

Software Engineer

Westborough, MA

May 1994 – Feb 1997

- Started as QA automation engineer for Banyan VINES network operating system product line and promoted to Software Engineer after one year. Passionate about finding software defects and working jointly with engineers to identify the root cause. Worked to port VINES to multiple UNIX and Windows based operating systems and hardware configurations.

Northeast Quality Products, Inc.

Information Technology Consultant

Newburyport, MA

Jan 1993 – Dec 2001

- My family owned and operated a label manufacturing printing business. Made IT purchase decisions, supported all software and hardware, created and maintained website, created database driven intranet website. Increased sales and new customers **by over 25%** through website creation, promotion and search engine optimization.
- Wore many hats from sales, shipping and receiving, plant and inventory maintenance, running various printing presses and finishing equipment.

Projects

Ethereum Node Operator

Self-employed, Rocket Pool

Dec 2021 – Present

- Rocket Pool is the first **truly decentralized** Ethereum staking pool. Node operators are the heart and soul of Rocket Pool. They are the individuals that run Rocket Pool nodes. Operators put ETH from the staking pool to work by running mini-pools with it, which earn staking rewards for the Rocket Pool protocol.
- An operator's job is straightforward, but crucially important: *run ETH validators with the highest quality possible, and maximize staking rewards.*

Honors & Awards

Danny Lewin Award

Issued by Akamai Technologies

June 2013

The Danny Lewin Award is the highest honor that Akamai may bestow upon an employee. An employee may win this award only once in their tenure at Akamai. Each year, Akamai awards employees who embody Danny's spirit in that they:

Are courageous, have a distinctive edge and operate with a huge sense of urgency. Pursue intellectual honesty throughout the organization, often going above and beyond what their position requires of them. Display passion and a commitment to the vision. Work under the mantra of: *"Together, we can move mountains"*—and they do.

Titans Club, 2003-2007

Issued by Akamai Technologies

2003-2007

Professional Services Consultant of the Year

Issued by Akamai Technologies

2003

East Coast Consultant of the Year

Issued by Akamai Technologies

2001

Education

Suffolk University

Boston, MA

Bachelor of Science, Business Administration

1994

• Activities and societies: Cross Country Running Team, Intramural Basketball, Alumni Fund Raising