

Kamal Jain

Objective

Executive leadership position leveraging over 22 years of hands-on experience supporting and guiding both internal and customer-facing teams, systems and processes. An environment where excellence is rewarded, all voices are heard, all contributions recognized, and it is OK to make *new* mistakes.

Profile

Dynamic business and technology professional with a 22-year+ track record of successfully managing teams, systems, processes and relationships, to create corporate transparency, improve efficiency and productivity, lower operating costs, and raise customer satisfaction. Someone who is so passionate about his business, he is often mistaken for a founder.

Comfortable with, and respected by, a wide audience – from mechanical room, to data center, to loading dock, to negotiating table, to board room. Specialist in vendor and customer relationship management. Experienced at presenting in corporate and public settings, as well as at industry trade shows and conferences. Recognized problem solver, mediator and diplomat.

Known for remaining calm, cool and collected no matter what, inspiring constant improvement and a desire to become a center of excellence and source of company pride. Maintaining a sense of humor at all times. Champion of causes, mentor and coach.

Areas of Expertise

- ◆ Building Relationships
- ◆ Fixing Most Anything
- ◆ Wowing Customers
- ◆ Managing Vendors
- ◆ Budgeting
- ◆ Risk Management
- ◆ Contract Negotiation
- ◆ Beating SLAs & Deadlines
- ◆ Corporate Transparency
- ◆ Presenting/Sharing Data
- ◆ Linux/FOSS, Windows
- ◆ Virtualization (VMware)
- ◆ Storage (DAS/NAS/SAN)
- ◆ Networking (LAN/WAN)

Professional Experience

VIVOX – Natick, MA

Vice President – Operations, February 2012 to present

Director of Network Operations & Customer Service, December 2008 to January 2012

Manage team responsible for operating the world's largest gaming and social web voice over IP (VoIP) network, supporting over 85 million user accounts delivering over 3.5 billion minutes per month of voice traffic to 200 countries. Negotiate contracts with IP and VoIP/SIP providers to deliver voice services globally, efficiently and reliably.

Work closely with Sales, Account Management and Executive teams to align costs with pricing models. Oversee front-line support for customers and their end-users. Use transparency to increase significance of operational activities and impact.

- Drive per-port operating costs down by 7-10x.
- Raise standard SLA to 99.9%; 16-month trailing average at 99.99%+.
- Turn vendor buyer-seller relationships into partnerships.
- Make Operations & Customer Service the most transparent area of the company.

DIGITAL REEF (FORMERLY AURARIA NETWORKS) – Boxborough, MA

Director of Network Operations & Customer Service, May 2007 to December 2008

Managed all Information Technology, both internal and customer-facing. Worked with building owner, mechanical systems vendors and infrastructure vendors to build QA and Development labs. Helped define specifications for product deployed at customer sites.

- Established outsourced help desk to provide 24x7 phone support as required by contracts.
- Developed all end-user and partner training materials.
- Identified hardware OEM and established OEM/reseller relationship for key product subsystem.
- Traveled to customer and prospect sites to install and upgrade systems, support sales process.

KENEXA (FORMERLY BRASSRING) – Waltham, MA

Director of ASP Hosting/SaaS Operations, June 2002 to May 2007

Lead Technologist/Player-Coach credited with taking group from “liability” to sales differentiator and critical company asset. Acted not only as lead technologist for group, but also company. Played a very hands-on role in working with vendors and technology, from networks to servers, storage to software.

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(Professional Experience — Kenexa, continued)

Partnered with key vendors to raise levels of responsiveness and get true enterprise-level service, despite being a “smaller” customer in terms of revenue to the vendor. Made BrassRing a strategic customer of Hewlett-Packard, EMC, Network Appliance and F5 Networks.

Regularly invited to speak at technology summits, including Interop and Emetrics. Viewed as a thought leader and someone who understands not only technology but the business applications of it.

Responsible for availability and performance of all customer-facing systems and networks. This included redundant Internet connections, perimeter routers, intrusion prevention appliances, firewalls and load balancers, SAN and NAS platforms, as well as approximately 400 servers.

Played significant role in every customer win, both pre- and post-sales. Involved in development and evolution of customer contract language, especially with regard to Service Level Agreements (“SLAs”) and compliance.

Evaluated, selected and implemented technologies, opting where possible for best-of-breed solutions which were compatible with open standards to allow integration with other systems and components. Brought in new technologies and concepts such as server virtualization, iSCSI, real-user monitoring, and web application acceleration through Akamai.

Mentored and trained staff on all technologies within the infrastructure and also inculcated within them a sense of urgency and responsiveness toward customers, both external and internal.

After being acquired, managed project and personally led data center consolidation to collapse three separate sites into a single new site. The project was completed on-time and under budget with near-zero downtime, though it involved the purchase of several hundred new servers, two new SANs, dozens of switches and a new network core.

Oversaw CapEx and OpEx budgets and tracked budget-to-actual expenditures.

- Achieved and maintained 99.5%+ system availability, up from 98%.
- Developed technology operations into essential sales differentiator.
- Received numerous company awards including “CEO Spotlight”.
- Tasked to report to CEO as leader of company-wide Customer Responsiveness team.

MARATHON TECHNOLOGIES – Boxborough, MA

Director of Information Technology, August 1997 to May 2002

Hired as the company’s first employee primarily dedicated to handling information systems and office technology. Managed all back office and desktop systems, as well as data and voice networks, PBX and facilities. Worked with vendors to significantly reduce monthly service costs and increase bandwidth, capacity and stability.

Established isolated network segments for various departments and areas within the company to eliminate network outages due to testing being performed by software/quality engineering teams. Brought in Checkpoint firewall to protect previously open Internet connection.

Built data center to house information systems and all core data and voice components. Brought in power and environmental monitoring and control systems. Worked with electrical contractors and power company to bring in additional power.

Moved corporate office with zero downtime for data network and near-zero downtime for voice services. Worked closely with landlord and construction companies during expansion of office space. Brought-in modern building alarm and access-control systems.

Partnered with optical data technology companies to enable development and validation of “Long-Distance Split-Site” product which allowed a single instance of Microsoft Windows Server to run on a pair of systems separated by up to 55 kilometers and connected with only a single strand of fiber. Accomplished this using coarse wave division multiplexing (WDM) equipment.

Developed demonstration kits in conjunction with Sales and Marketing, and traveled around the country to show capabilities to partners, customers and prospects, including at trade shows.

- Grew infrastructure and team to support doubling of company.
- Oversaw all technology, telecommunications and facilities operations.
- Managed development of new Long-Distance Split-Site product.
- Developed company intranet, and web sites for demonstrating fault-tolerance.

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SHIVA – Bedford, MA

Technical Support Manager, January 1997 to July 1997

Brought support queue under control and addressed rampant customer complaints regarding support. Restructured teams to better distribute workload as well as expertise and work-styles. Created dedicated front-line call center team to handle all incoming traffic and multiple tiers of support to address call queue.

Worked with several vendors to bring modern call center technology into place, including electronic reader-board on display near call center to display telephone queue and support ticket tracking system statistics. Based on then market trends and inputs from major customers, established a 900-number premium support offering which allowed better prioritization of support calls.

- Managed several support teams and front-line call center.
- Reduced support queue backlog.
- Established 900-number priority fee-based support.

Technical Instructor, January 1996 to January 1997

Worked with Engineering and Product Management to gain early understanding of products before they were marketed or shipped, thereby being able to develop training materials and have them ready in time for product launch.

Built training facilities in several office locations, including necessary computer and data/voice network systems. Traveled to company training locations as well as partner and client sites to deliver both standard and customized training.

- Member of team responsible for integrating companies during M&A activity.
- Developed and globally delivered training to partners and customers.
- Assisted in opening of overseas offices.

Systems Analyst/Network Manager, January 1994 to December 1995

Managed day-to-day operations of several Sun Solaris-based systems, including public FTP site. Acted as escalation point for desktop support and network issues. Worked with vendors to plan and implement new applications.

Partnered with Marketing department to develop product collateral and trade show demonstration suites. Traveled to various industry trade shows to promote products that would eventually help make dial-up networking ubiquitous.

- Managed UNIX systems and network.
- Setup and delivered product demonstrations at industry trade shows.

LOTUS DEVELOPMENT – Cambridge, MA

Computer Operations Supervisor, March 1991 to December 1993

Worked closely with systems managers and software developers to automate repetitive, manual tasks which resulted in substantially-reduced issues and higher productivity.

Installed new backup and restore system and then developed console-based front-end to it in order to make common operations easy for operators. Setup automated tape pick jobs and off-site manifest printing.

- Oversaw round-the-clock operations for VAX/VMS, OS/2 systems.
- Automated backups and production control/scheduling.
- Led effort to connect company to the Internet.

DIGITAL EQUIPMENT CORPORATION – Marlborough, MA

Computer Operations Supervisor, December 1989 to March 1991

Automated routine tasks to increase efficiency and reduce error rate, which allowed for fewer people to manage a significantly larger number of systems.

Established automated monitoring of critical systems and components and automatic paging for issues.

- Supervised 2nd and 3rd shift operations for VAX/VMS systems.
- Increased systems managed by over 100% while staff was cut 75%.

Education

BENTLEY COLLEGE – WALTHAM, MA

Management Information Systems

Eric Sack

200 Market St #517, Lowell MA 01852 · 978-436-1347 · massmediaman@gmail.com

Summary

Integrated Technical Systems Manager

Solutions-oriented Systems Manager with creative problem-solving ability brings analytical mind and enthusiasm of learning to every task. Has built, maintained and improved complex multimedia workflows to meet the needs of a diverse user base.

Core Competencies:

- ^ Needs Assessment
- ^ Solution Planning
- ^ Media System Installations
- ^ Troubleshooting
- ^ Keen Ability to Improvise

Technical Proficiencies:

- ^ **SOFTWARE:** Windows 3.1-7; MS Office Suite, & Mac OS 10.0-10.7, iLife Suite, Final Cut Studio, VDMX, and Photoshop.
- ^ **VIDEO:** Broadcast engineering, live television directing, video camera operation both manual and robotic, live video mixing and projection, remote studio operations. Studio and location lighting.
- ^ **HARDWARE:** Installing upgrade components to working systems (video cards, memory, etc), using diagnostic tools to locate and replace troublesome elements in non-functional systems.
- ^ **LOGISTICS:** Managing the process of transporting, loading in, laying cable, setting and powering up of equipment, hanging projectors and monitors, all the details needed to ensure trouble-free, safety conscious operation.

Employment Experience

Director of Technologistics

February 1, 2011 – Present, Lowell Telecommunications Corporation, Lowell (LTC), MA, ltc.org

- ^ Manage a newly created department due to dedication and performance during the \$1M LTC reconstruction project. This department now oversees the entire technological infrastructure of a now state of the art multimedia broadcast center.
- ^ Transition several specialty server tasks to a virtualized environment for reasons of economics, ergonomics and efficiency.
- ^ Manage IT and production technology budgets (FY 2011 approx. \$50,000)
- ^ Initiating several outreach efforts leveraging our new, accessible technological resources, which has the amount of local origin, non-English programming by a factor of four.

Equipment and Facilities Manager

September 29, 2006 – January 31, 2011, Lowell Telecommunications Corporation (LTC), Lowell, MA, ltc.org

- ^ Created and initiated procedures to make role more efficient and automated, including database management, physical plant layout and purchasing protocols.
- ^ Designed and rebuilt several key areas of the aged facility to fit into an overall vision of functionality based on elegant design, ergonomics, modularity and expandability.
- ^ From lessons learned in smaller jobs as well as conducting ad hoc member surveys, spearheaded the technology planning for LTC's massive reconstruction project. Updated key areas to facility (infrastructure, main studio networking) to accommodate file-based workflows and and easy transition to HD. Managed the budget of \$328,000.
- ^ Taught classes in all aspects of media production.

Supervisor Trainee

January 2005 – January 2006, Trace Construction, Needham, MA

- ^ Coordinated between architects, engineers, various trades, building inspectors and clients to complete complex commercial construction projects on schedule.
- ^ As situations demanded, performed that labor which was necessary but not covered by the existing sub-contractors.
- ^ Operated the collection of tools and vehicles which were necessary for the job at hand.

Fitness Equipment Service Technician

December 2003 – November 2004, Atlantic Fitness, Northbridge, MA

- ^ In-home troubleshooting and repair for a variety of consumer fitness equipment
- ^ Maintained floor model displays and customer returned machines in busy retail stores, ranging from department stores (Sears) to big-ticket fitness machine specialty shops
- ^ Successfully tracked multiple jobs through initial diagnostic visit, parts ordering, and completion. Generated detailed reports to ensure company reimbursement.
- ^ Worked with diverse clientele in a customer service capacity

Airship Ground Crew

August 2000 - October 2003, Airship Management Services, Greenwich, CT, airshipman.com

- ^ Followed, landed and launched the Fuji Film airship during its rigorous year-long event driven tour of the US as part of a 24 member crew.
- ^ Secured and tended 200 ft. long blimp, as ground crew, under wildly varying weather conditions. Trusted with sole responsibility for ship's safety.
- ^ Installed FLIR gyro-stabilized camera system and microwave transmitter for network broadcast. Provided relief to camera operator during long flights (in volunteer capacity in exchange for time on equipment).

Volunteer Service

Board Member, Chair of Media Committee, Southeast Asian Water Festival, Lowell MA, lowellwaterfestival.org

June 2009 – present

- ^ This board has overseen the planning and execution the largest water festival outside of SE Asia for 16 years
- ^ Acted as liaison between SEAWF board and LTC to streamline the process of broadcasting the festival live.
- ^ Helped to transition website to new provider therefore enabling updates.
- ^ Set up Google Apps to aid organizational recognition through unified email identity.

Board Member, Secretary, The Community Software Lab (the CSL), Lowell MA, thecsl.org, mvhub.org

April 2010 – present

- ^ This organization has developed and maintain the Merrirack Valley hub, an online resource for connecting people with social and non-profit organizations since 2004.
- ^ Helped coordinate fundraiser for the CSL in conjunction with the 119 Gallery which tripled the amount raised by fundraising in the previous year.

Volunteer

June 2006 – present, 119 Gallery, Lowell MA, 119gallery.org

- ^ Organized volunteer contestants, judges, presenters and sponsors for the “Sushi Smackdown”, a competitive sushi making event. This was conceptualized as a public relations exercise and turned out to be the first successful fundraiser for the gallery.
- ^ Proved ongoing help with logistics of some of the larger scale events at the gallery, including X-Fest, the Jazz Brunch and others.

References available upon request

John Noto

Scientific Solutions Inc.
North Chelmsford MA 01863

PROFESSIONAL PROFILE

Over 20 years experience as an optical scientist and engineer, with expertise in remote sensing. Founded Scientific Solutions in 1995 while a graduate student. Grew the businesses from start-up to over \$1.5M annual revenue. Spun-off two companies, first C^2 which licensed SSI's LCFP technology for optical telecommunications and *DermaSensor* which licensed SSI's skin sensing technology. *DermaSensor* has recently raised \$1M in outside funding (VC) and is currently conducting clinical trials and preparing to raise additional money to bring the sensor into production. SSI is continuing to develop novel technology and currently is upgrading optical interferometers at several US government facilities.

EDUCATION

Ph.D. (Astronomy) Boston University, 1997
M.S. (Physics) Tufts University, 1991
B.S. (Physics & Astronomy) University of Rochester, 1989

EMPLOYMENT

Scientific Solutions, Inc., Chelmsford, MA
President, 2000 – present
Co-Founder/Director of Engineering, 1995 – 2000.

Boston University Dept. of Astronomy, Boston MA
Graduate Research Assistant, Sept. 1991 – May 1996

AWARDS AND HONORS

2001 Photonics Circle of Excellence: For the Liquid Crystal Fabry-Perot distinguishing it as one of the 25 most innovative products of 2001.
2009 R&D100 Award: Segmented tunable filter

COMMUNITY SERVICE

NASA Living With a Star review panel
NSF CEDAR Steering Committee 2009-2011
NSF CEDAR workshop convener/chair/organizer
NSF CubeSat proposal review panel
NIH SBIR review panel
NSF/NIH/NASA write-in reviewer

ENTREPRENEURIAL ACTIVITY:

5 U.S. patents awarded 1 pending
Two SSI spin-off companies
Smaller Business Association of New England High Technology Committee-member
New England Innovation Alliance-member
Merrimack Valley Sandbox Leadership Institute Class of 2013; part of the Desh Deshpande foundation to foster innovation and entrepreneurship

PUBLICATIONS & PRESENTATIONS

17 first or co-authored publications
38 meeting presentations