

# Clarence Kam

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New York, NY

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## Profile

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A self-starter adept at learning new technologies with a record of business wins at various technology start-ups. Key skills:

- Business Process Optimization
- Value Selling Methodology
- Internet & Web Site Technologies
- Research & Quantitative Skills
- Customer needs assessment
- Network Protocols: DNS & HTTP/TCP/IP

## Experience

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PANTHER EXPRESS CORP., New York, NY

2006-present

*A world-class content delivery network (CDN) provider delivering the best service at the lowest cost*

### Director of Client Services

Managed sales engineering and product management responsibilities to increase sales and guide product development

#### *Sales and Customer Support*

- Created a quicker sales cycle by creating an implementation process which eliminated set up errors
- Acted as liaison between sales and engineering to communicate critical new feature releases, capacity needs, and status of customer issues
- Increased revenue by attending sales meetings and creating critical marketing collateral
- Equipped sales team to sell effectively by building out the sales intranet to help educate new and existing sales staff

#### *Product Management and Business Process*

- Guided product development by gathering and prioritizing critical features for the Engineering team
- Managed the beta releases of new features with clients
- Created critical management reports on sales as well as feature requests
- Spearheaded the creation of two projects to improve customer support and automate parts of the implementation process

WEBSIDESTORY, INC. (acquired Atomz Corp.), San Bruno, CA

2005-2006

*An on-demand provider of Web site solutions including search and content management*

### Senior Sales Engineer

Improved effectiveness and scalability of the Sales team while increasing revenue by closing deals

- Identified the need and proactively created a sales intranet, training guides, and product documents to help scale the team
- Supported the entire Western and Central US sales staff as the only SE in the SCS Division for the territory
- Member of the product roll out team to build materials and train sales team on new product releases

NETLI, INC., Palo Alto, CA

2002-2005

*An application delivery network service provider aiding companies with web application performance*

### Senior Sales Engineer (2003-2005)

Promoted after closing major accounts and taking on additional responsibilities

- Managed the Performance Analyst Team and built a process to increase productivity without additional headcount
- Improved customer satisfaction by managing a project for a new feature by gathering customer requirements, and then working with a 3<sup>rd</sup> party vendor and Netli Engineering to deliver a solution
- Helped guide product future by leading a cross-functional meeting to discuss potential new services

### Sales Engineer (2002-2003)

Hired as first Sales Engineer to transition service from beta to production by closing major customer deals

- Increased revenue by driving customers such as Boeing, Kimberly Clark, and Hewlett-Packard from initial contact through implementation

OPLAYO, INC., Bethesda, MD

2001-2002

*A Finnish 2nd-generation streaming software development company. (US operations shut down 3/02)*

**Sales Engineer**

Aided the build out of the US headquarters by helping hire a team, conducting software demos and trainings to close flagship customer GM, performing a competitive analysis, and writing white papers.

AKAMAI TECHNOLOGIES, Cambridge, MA

1999-2001

*A leading content delivery service provider that aids companies in optimizing web site performance.*

**Product Manager** (2000-2001)

Managed requirements definition for enhancements to the EdgeSuite service bundle.

- Headed beta program for ESI (Edge Side Includes): identified prospects, rolled out beta service, tracked performance, and gathered customer feedback and requirements to improve product
- Interfaced with systems engineering, service delivery and sales to understand a customer provisioning tool; communicated technical and business requirements to engineering to improve the tool

**Sales Engineer** (1999-2000)

Closed highly competitive customer deals by presenting technology and business benefits. Coordinated resources including integration and engineering to satisfy customer requirements and questions.

- Closed deals with major companies such as Fidelity, Barnes & Noble, Lands' End, Amway, and WebMD, significantly contributing to the exponential revenue growth from \$4M to \$90M
- Created and implemented procedures to help sales engineers learn new services offerings and create customer collateral

## **Independent Consulting**

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ARBOR NETWORKS, INC., Lexington, MA

2002

*A provider of network integrity systems to prevent companies from security threats such as DDoS attacks*

Completed project to provide a market and competitive overview of the Intrusion Detection System space.

## **Education**

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CORNELL UNIVERSITY, Ithaca, NY

**Master of Engineering**, Operations Research & Industrial Engineering

1999

**Bachelor of Science**, *cum laude*, Operations Research & Industrial Engineering

1998

PRAGMATIC MARKETING, Practical Product Management Seminar

2001