

Clarence Kam

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Profile

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
- Client Services
- Product Management
- Customer Needs Assessment

Experience

CDNETWORKS (Acquired Panther Express), New York, NY 2009-2010

A world-class content delivery network (CDN) provider and leader in the Asian CDN market

Director, Product Management 2010

Managed portal products working with an international customer-base

- After integrating the Sales Engineering teams, promoted to a Product Management role responsible for portal products in a newly structured Product Management organization
- Led project to ensure that all new customers are implemented in the combined customer portal
- Worked with an international team with offices in Korea, Japan, China, Europe, and US to gather requirements for a new Operations Portal

PANTHER EXPRESS CORP., New York, NY 2006-2009

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

Business Operations and Product Management

- Developed industry's fastest implementation process improving scalability of resources via automation and customer satisfaction by identifying a need, proactively pitching project to senior management, and spearheading project
- Guided product development by gathering and prioritizing critical features for the Engineering team

Sales and Customer Support

- Created all customer facing technical Product Guides describing service usage, features, and implementation steps
- Created a quicker sales cycle by creating a process which eliminated set up errors
- Equipped sales team to sell effectively by building out the sales intranet to help educate new and existing sales staff
- Hired, managed, and trained the Sales Engineering team

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 3rd 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

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

CORNELL UNIVERSITY, Ithaca, NY 1999
Master of Engineering, Operations Research & Industrial Engineering

Bachelor of Science, *cum laude*, Operations Research & Industrial Engineering 1998

PRAGMATIC MARKETING, Practical Product Management Seminar 2001