

DMITRY BELAKHOV

PO Pox 425163, CAMBRIDGE, MA 02142 * 617-968-2175 * DMITRY@BELAKHOV.COM

Summary and objective

I am an experienced Professional Services consultant and service operations program manager, with:

- Background in web application solutions, services and support
- Over 500 customer solution projects
- Extensive experience in Internet technologies, web application delivery, product/application supportability, architecture and implementation of operational structures and methodologies

I am interested in opportunities in service operations and product development for web-based solutions.

I am highly motivated by making things work, improving them, and bringing order, clarity, effectiveness and efficiency into my work. I love solutions that are both a joy to use and efficient to support. The overall guiding approach in my work is to methodically create well-functioning environments/systems for current goals and needs, improve them until diminishing returns or higher priorities.

I have strong technical knowledge and abilities, combined with interest and understanding of business contexts and customer (user) needs. I am mindful of not re-inventing wheels and creating solutions without value. At the same time, I readily roll up my sleeves to develop processes and tools when they are needed in order to be effective.

I am creative and idealistic in analyzing problems and identifying solution options, and consciously pragmatic and methodical in their prioritization and implementation in the face of constraints and overriding priorities.

I am open-minded, comfortable and effective in diverse environments and across organizational levels, and bring with me a sense of calm and humor (where appropriate). Others regularly seek me for contextual information and validation of direction, and as a general voice of calm, clarity and reason.

Professional experience - summary

Akamai Technologies (Nov. 2000 – Mar. 2008)

- **Sr. Program Manager**, Global Services and Support, Oct. 2007 – Mar. 2008
- **Technical Lead**, Professional Services, Mar. 2007 – Oct. 2007
- **Principal Solutions Architect**, Professional Services, Apr. 2006 – Mar. 2007
- **Sr. Solutions Architect**, Professional Services, Nov. 2004 – Apr. 2006
- **Solutions Architect / Consultant**, Integration Services, Nov. 2000 - Nov. 2004

Education

- MBA, Bentley College Graduate School of Business
- BA in Business Administration, California State University Fullerton (Honors, Minor in French)

Professional Experience - detailed

Sr. Program Manager

Global Services and Support, Akamai Technologies

Oct. 2007 – Mar. 2008

Owner of program with responsibility for definition and implementation of product supportability requirements of the 300-person Global Services and Support organization, comprising Professional Services, Customer Care, Account Management, Solutions Engineering and responsible for supporting a portfolio of 50+ solutions for 2000+ enterprise customers with 25%+ annual business growth.

- Prioritized, negotiated and validated product launch requirements with responsible and stakeholder functions (Product Management, Engineering, Services groups, Platform operations groups) for 100+ product launches annually. Approved group's product launch readiness in weekly senior management product launch review meetings.
- Balanced requirements of fast product availability, full supportability and shared resources, through a combination of exhaustive identification of requirements, pragmatic prioritization, living product requirements roadmaps, operational preparedness and effectiveness, standardization and re-usability of resources.
- Developed an extensible framework and holistic specification of product launch requirements for all product support functions: pre-sale qualification, contracting and customer activation, solution implementation, management, maintenance and support. Requirements included product features and architecture considerations, configuration control systems, usage specifications, documentation, staffing, training, enabling tools.
- Defined and implemented a cross-functional operational structure for rollout of new products in the Services organization, including definitions of roles, responsibilities, staffing requirements, operational goals, workflows and interfaces, project execution resources and specifications.
- Partnered with product management to evolve the product rollout processes to ensure and facilitate development of product requirements. Worked with all stakeholder groups to institute product supportability and usability standards.

Continued on next page: *Principal Solutions Architect, Professional Services.*

DMITRY BELAKHOV

PO Box 425163, Cambridge, MA 02142 * 617-968-2175 * DMITRY@BELAKHOV.COM

Principal Solutions Architect / Technical Lead Professional Services, Akamai Technologies Apr. 2006 – Oct. 2007

Defined and managed the delivery of product supportability requirements of the 100-person Professional Services group, responsible for implementation of 50+ solutions for 2000+ customers with nearly 50% annual revenue growth. Role established to support high-revenue growth by stabilizing support costs. During this period, Akamai's revenue rose from \$283m in 2005 to \$636m in 2007.

- Defined, prioritized and ensured service requirements for 100+ product launches annually. For more information about products, see <http://www.akamai.com/html/solutions/index.html> .
- Created the composition and definition of a holistic implementation service portfolio: trial, self-service, standard service, enterprise service, custom solution. For more information, see http://www.akamai.com/html/solutions/professional_services.html .
- Defined, rolled out, and managed a high-quality, self-funding standard implementation support service, reducing implementation effort for a typical solution from 15-30 hours to under 5 hours. The service is used in most customer implementations. For more information, see http://www.akamai.com/html/solutions/professional_services.html .
- Provided input as a customer solution SME into the definition of the new-generation product portfolio, serving as a customer configuration expert in the presentation of the portfolio by product management to the executive team.
- Defined standard configuration architecture and implementation process for Web Application Accelerator solution, reducing implementation effort from 40-100 hours to 10-20 hours.
- Created internal and customer implementation guides for core products, including definitions of technical and service scope and SLAs, implementation requirements, end-to-end implementation processes from planning to post-implementation maintenance.
- Introduced and defined product-specific cross-functional support plans, including re-usable templates for different product launch phases (beta, general availability).
- Defined and managed the beta product support program, to address the conflicting factors of undesirable un-paid and effort-intensive support and the desirable early product experience.
- Built a product implementation resource center, consolidating product information, categorizing it by type and function, and aligning it to the sales product portfolio structure.
- Developed a methodology for evaluation and tracking of product supportability. Created and managed a roadmap of supportability development for legacy products.
- Defined and managed configuration upgrade projects with customer risk/impact: server upgrades for Flash streaming products, migration of configurations following acquisition of competitors, changes to logging formats, and others.

DMITRY BELAKHOV

PO Box 425163, Cambridge, MA 02142 * 617-968-2175 * DMITRY@BELAKHOV.COM

Sr. Solutions Architect / Integration Consultant Professional Services, Akamai Technologies Nov. 2000 – Oct. 2004

Responsible for implementation of customer solutions for web application and content delivery, acceleration and management, in the roles of Solution Architect, Engineer, Technical Project Manager.

- Performed 500+ implementation projects - most of any consultant in company to date.
Case study of a web infrastructure solution for MTV Networks:
<http://www.networkworld.com/news/2002/0819carrier.html>
- Nominated 3 times for Titan's Club (2003, 2004, 2005), an annual recognition in the Global Sales and Services organization for outstanding contribution to sales.
- Managed qualification and assignment of implementation projects for all commercial-sector Professional Services projects for eastern US sales regions (2002-2003), and for all standard solutions in commercial-sector US sales regions (2004-2005).

Non-professional activities

- Graduate Association of Management, Bentley College (VP of Communications)
- French Club, California State University Fullerton (President, Treasurer)

Expertise

- Internet architecture, technologies, applications on all platforms: *HTTP/HTTPS, IP, SSL, streaming (Flash and others), mobile, Web 2.0*
- All components of web application delivery: *client applications, web servers, application servers, routing and load balancing, security, storage, reporting and analytics, performance*
- Definition and implementation of service operations, methodologies and processes
- Standardization, alignment and efficiency of operational processes
- Product/application supportability, usability, requirements specification
- Software development lifecycles, product rollout lifecycles
- Project management methodologies and processes
- Service contracting and revenue recognition
- Change and incident management
- Information organization and management

Miscellaneous information

- U.S. Permanent Resident
- Currently based in the Burlington, Massachusetts area
- Considering career opportunities in Massachusetts and San Francisco Bay area
- Profile on LinkedIn