Tom O'Hare

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Summary

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. Seeking to leverage proven leadership and expertise for a technical leadership position.

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.
- Engineering ownership for multiple compliance standards including **PCI DSS Level 1** and FedRAMP. Integrated vulnerability management into release process and **infused security best practices** across the engineering teams.
- Streamlined Azure and AWS cloud and SaaS $4 million dollar annual budget with monthly updates.

Akamai Technologies, Inc.
Senior Engineering Manager, Portal Engineering

Cambridge, MA
April 2013 – March 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, Python, Oracle, Cassandra, Kafka, Splunk, Docker, Jenkins and more.

Akamai Technologies, Inc.
Engineering Manager, Portal Engineering

Cambridge, MA
April 2011 – April 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**.
- Oversaw 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 – April 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, Professional Services

Cambridge, MA
July 2004 – April 2010

- Instituted 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 12 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 Web environments.
- Founding member 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 - April 2010), Technical Lead (July 2004 - July 2008)

Akamai Technologies, Inc.
Principal Solutions Architect, Integration Services

Cambridge, MA
January 2000 – July 2004

- Achieved expert 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 Web environments.
- Senior Integration Consultant (January 2000 – 2002)

North Shore Community College
Adjunct Professor of Computer Science

Lynn, MA
September 2022 – Present

- Teaching computer science and information systems. Courses: CPS101 & CPS109

EBSCO Publishing, Inc.
Senior Software Engineer

Ipswich, MA
February 1997 – January 2000

- Pioneered 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 using ASP.Net, including the companies **flagship EBSCOhost**, with talented core team from range of disciplines including: UX, QA, Operations, DBAs and Product Management.

Banyan Systems, Inc.
<div align="right">Westborough, MA</div>

Software Engineer
<div align="right">May 1994 – February 1997</div>

- 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. Achieved porting VINES, written in C/C++, to multiple UNIX and Windows based operating systems and hardware configurations.

Northeast Quality Products, Inc.
<div align="right">Newburyport, MA</div>

Information Technology Consultant
<div align="right">January 1993 - December 2001</div>

- My family owned and operated a label manufacturing printing business. Facilitated 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
<div align="right">December 2021 – Present</div>

Self-employed, Rocket Pool

- Rocket Pool is the first **truly decentralized** Ethereum staking pool. Operators put ETH from the staking pool to work by running mini-pools with it, which earn staking rewards for the Rocket Pool protocol.
- Setup and maintain Ethereum validator running on Ubuntu Linux for high availability and security.

Honors & Awards

Danny Lewin Award

Issued by Akamai Technologies
<div align="right">June 2013</div>

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.

Titans Club, 2003-2007

Issued by Akamai Technologies
<div align="right">2003-2007</div>

Professional Services Consultant of the Year

Issued by Akamai Technologies
<div align="right">2003</div>

East Coast Consultant of the Year

Issued by Akamai Technologies
<div align="right">2001</div>

Education

Suffolk University
<div align="right">Boston, MA</div>

Bachelor of Science, Business Administration
<div align="right">1994</div>

Minor: Computer Information Systems
- Activities and societies: Cross Country Running Team, Intramural Basketball, Alumni Fund Raising