Rajiv Aaron Manglani

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Summary

Creative product owner, designer, and technical lead with extensive hands-on experience and knowledge in a broad range of information technologies and their applications. Demonstrated technical leadership, vision setting, and innovation in applying technology to solve business problems. Eye for good technical, visual, and user experience design. Excellent communication skills. Unique education with a B.S. in Brain and Cognitive Sciences from MIT, which brings diversity and human-factors experience to the design of interactive systems.

Experience

Akamai Technologies — Cambridge, MA

Senior Manager of Product Management — June 2014–December 2024

Principal Product Manager for Secure HTTPS and TLS delivery, SSL/TLS certificates, and PKI for the world's largest CDN, enabling more than $2 billion of the company's annual revenue.

- Worked cross-functionally with engineering, operations, information security, sales, and professional services to replace a haphazard, escalation driven development process. Incorporated input from multiple business units, customers, industry trade groups, and browser vendors. Created product strategies and quarterly and yearly roadmaps. Teams now have clear guidance on short-term priorities, and a 5-year vision to meet industry trends, evolving SSL/TLS standards, customer requirements, and critical corporate goals.
- Managed the beta, rollout, and ongoing enhancements of new applications to enable customer self-service of SSL/TLS certificate provisioning via a UI portal, APIs, CLI tools, Terraform, and Pulumi. Migrated 10,000+ certificates for thousands of customers from a manual, and error-prone setup process based on paper forms and hand-written XML, reducing certificate creation and modification timelines from 6 weeks down to 15 minutes.
- Ran beta programs for certificate provisioning features and applications. Solicited input from 170+ beta customers in multiple geographies, led user experience workshops, and guided design of new features incorporating employee and customer feedback. This resulted in a reduction of customer support cases and escalations requiring engineering action.
- Managed business relationships with certificate authority partners. Consolidated OV and EV SSL/TLS certificate offerings to a single vendor resulting in an annual $1M OpEx savings.
- Introduced new products and features on the Secure CDN platform, to meet market demand and industry trends. Prepared business cases, requirements, global pricing and packaging tables, training for sales and professional services, customer communications, and rollout processes. All newly-created certificates at Akamai are now CA/Browser Forum compliant, score an "A" on industry benchmarks, and are available to all customers worldwide.
- Created a process to ensure the Akamai root store for secure origin server connections proactively matches those of popular browsers. Customers no longer have to wait for support and engineering tickets to be implemented.
- Enabled modern technologies on 100,000+ customer edge certificates including DV SAN certificates from Let's Encrypt, SHA-2, SNI, dual-stack ECDSA+RSA, TLS 1.3, GCM ciphers, and OCSP stapling.
- Represented customer concerns and requirements in security incident responses, information security requirements, and compliance and regulatory mandates, including PCI, HIPAA, PSD2, and FedRAMP.

WeSpire (formerly Practically Green) — Boston, MA

Director of Engineering — April 2011–June 2014

Led all engineering and technology activities at a startup using interactive technology, game mechanics, and social media to address the challenges of sustainability. Built up the design and engineering teams to change the focus of the company from a consumer-oriented site to a white-label, hosted SaaS platform enabling the creation of customized sustainability programs.

- Oversaw a rebuild of the entire SaaS platform. Determined overall technical architecture. Replaced the entire codebase and reworked the user experience, all while the site continued to function, service customers, and drive revenue growth.
- Designed, then managed the outsourced development of a native iOS application. Brought new development back in-house and coded and shipped a significant new version of the app.
- Architected and led the development of a Backbone.js-powered mobile web application and associated REST API. Partnered with the SXSW ECO conference to embed the mobile web application into their native iOS conference application.
- Responsible for all infrastructure of the company's platform including performance and security optimizations, bulk email and job queuing systems using Resque and Redis, and system monitoring. Ported the site from custom hosting to run on Heroku and Amazon AWS.
- Developed an open-source SAML authentication strategy for the OmniAuth framework.

3M ESPE (formerly Brontes Technologies) Lexington, MA
Architect, Enterprise Applications November 2005–December 2010
Lead web systems architect for a startup acquired by 3M in October 2006. Designed and built a Ruby on Rails-based web application platform designed to support 1,000+ 3D dental scanners deployed worldwide. Digital dental impressions are uploaded while the system handles case workflow, file storage, device management, and interfaces to external tools.
- Responsible for the complete system development cycle for a case management platform including sessions with product managers, internal 3M users, and customers. Led technical design sessions to translate business requirements into user experience and screen design, technical design, development schedule, tasks, and releases.
- Recruited and managed a 4-engineer development team. Implemented a multi-branch, test-driven development and continuous integration process with input from QA and IT. This agile process resulted in regular, weekly production releases.
- Created a technical architecture for multiple scaleable web applications using Ruby on Rails, MySQL, Apache, Memcached, MogileFS for file storage, RabbitMQ and AMQP for message passing, Djabberd and XMPP for scanner communication, CAS Authentication for single sign-on, REST-style APIs for integration with 3D production tools running on Windows, and SOAP based integrations to 3M billing, reporting, and CRM systems.

Angstrom Microsystems Boston, MA
Senior Engineer March 2004–February 2006
Lead system administrator for a producer of 1,000+ node Linux blade clusters.
- Worked on-site with artists to design and implement all IT systems, Alias/Maya workstations, and the rendering cluster for a new film studio in Berlin, Germany.
- Created software deployment servers enabling thousands of unattended installs.
- Created a PC104-based serial concentrator using Embedded Gentoo Linux.

Gentoo Linux Cambridge, MA
VoIP Team Member; Security Auditor September 2002–November 2013

Education **Massachusetts Institute of Technology** Cambridge, MA
Bachelor of Science in Brain and Cognitive Sciences
Minor in Writing, concentration in Media Arts & Sciences.

Volunteer **The Boston Jewish Film Festival** West Newton, MA
Pro-bono Technology Consultant
- Designed and built a Ruby on Rails film tracking system to manage the annual 10-day event.

Pursuits Presenter at Boston-area Linux user groups and MIT IAP.
Eagle Scout with Bronze Palm, Greater New York Councils, Boy Scouts of America.
Open source contributions available at **github.com/rajiv**. Managed the open sourcing of numerous Ruby Gems, Rails plugins and patches to Rails core.