

# Rick Castello

[rick@punk.net](mailto:rick@punk.net)

(831)420-7407

## Objective

To make a positive and noticeable impact on the growth, development and performance of a small to medium sized team, through hard work, insight, and calm and intelligent management of people and processes.

## Work Experience

### Customer Service Manager at Habeas, Inc.

05/2007 – Present

Built and refined business processes for a customer service team in the Email Reputation industry. Manager of off-site team in India, and local Compliance team in Silicon Valley and Germany. Responsible for retention and satisfaction of a group of high-value Premium Support customers.

### Commercial Sales Manager at Extra Space Storage

04/2006 – 05/2007

Worked as Northern California Sales Manager for commercial accounts. Responsible for training store managers on selling to businesses, networking in the business community for my region, and selling storage solutions to commercial clients.

### Store Manager at Storage USA / Extra Space Storage

02/2004 – 04/2006

Worked as "turnaround specialist" for self-storage company, taking over management of poorly performing facilities and turning them into profitable ones. Took lowest performing store in the district and turned it into #1 store in 8 months. Mentored other managers in management skills and selling best practices. Served as assistant to District Manager for transition during Extra Space Storage purchase of Storage USA.

### Project Lead / "Head Nut" at SquirrelMail.org

08/2003 – 01/2006

For over two years, I was Project Lead, otherwise known as "Head Nut", for the SquirrelMail Project, an open-source webmail tool written in PHP, and used by tens of millions of web users through their ISPs, companies, schools, and hosted sites.

I managed development and direction of the project, brought in new developers and users, worked to increase adoption of the software through promotion to corporations and schools, and worked to keep the entirely-volunteer team happy and productive.

### Director of Research & Development at Virtual Access Networks

07/2000 – 01/2002

As Director of Research and Development, I led a team that developed virtual access technologies for accessing personal contact data and email across a variety of portable devices, including Palm, Blackberry, and Windows Mobile, using a combination of WAP, XML, XSLT, and PHP technologies.

I also co-authored four patents while working at Virtual Access Networks, and helped develop the technologies that earned the company the "Best Enterprise Product" at COMDEX Fall 2000.

### Manager of Web Development at Raging Bull

06/1999 – 07/2000

At Raging Bull, I led the expansion of the original "built in a basement" financial message board and trading tips site that became famous, and later led the development of the second-generation world-class discussion portal that was later purchased by AltaVista.

I had the pleasure of hiring on and leading a team of talented web developers, with whom we created not only the second-generation Raging Bull website, but also rolled out a variety of co-branded vertical websites for AltaVista and its partners, leading to Raging Bull's later sale to AltaVista for \$183 million.

**Product Manager at ALH Group**

01/1998 – 06/1999

Managed product development schedule, coordinated programming and QA teams on product and feature schedules, and managed release and packaging process for industry-leading category management software.

**QA Manager at ALH Group**

08/1996 – 01/1998

Started Quality Assurance team for ALH Group as its first employee, interviewed, hired, trained, and managed team of 5 software QA testers for suite of industry-leading category management software solutions.

**Owner and Chief Technologist at Castello Consulting**

1995 – Present

Technical consulting for small to medium businesses on how to maximize and improve their use of web and internet technologies. Includes web design, UI, and social networks/weblogs, and email marketing.

**Co-Founder of Image Online Design**

01/1995 – 08/1996

Image Online Design is a web design company, that I founded with a friend when the web was new, and first being looked at as a real marketing tool. I created the company from the ground up, hired staff, made sales to clients, and hand-coded HTML pages for customers.

**Education**

California Polytechnic State University – San Luis Obispo

1991-1994

Undergraduate – Aeronautical Engineering

Undergraduate – Philosophy

**Interests**

Technology, reading, numismatics, games and puzzles of all kinds, self-improvement, travel

**Skills & Experience**

- Experienced at managing and mentoring small to medium sized teams.
- Experienced at managing teams based all over the world
- Creative Thinker – always working to discover new and exciting ways to solve business problems and increase revenue
- Team Builder – committed to mentoring and developing employees to be their best and mesh together to bring out the best in a team
- Technophile – able to discover, create, and use new tools and technologies to improve performance and streamline business processes
- Skilled writer – experienced at writing documents suitable for either internal knowledgebase or external customer or prospect facing literature (Samples available upon request)
- “Change Agent” – skilled at finding processes that are less efficient or breaking down, diving into the problem, and recommending solutions to improve process and procedure