

Exhibit 1

PATRICE BOFFA

Chief Customer Officer

Innovative, profit-oriented Services and Support Executive with proven success in increasing revenues, improving margins and customer satisfaction. M&A services and support expertise in evaluation, diligence and integration of corporate acquisitions.

Areas of expertise

- Product management and Innovation
- Strategic planning and execution
- Change management
- M&A due diligence and integration
- Resource planning and allocation
- Business consulting

EXPERIENCE

OCT 2020 – CURRENT

CHIEF CUSTOMER OFFICER, ARKOSE LABS

- As CCO built a scalable high growth global business, driving productivity improvements and maximizing capital efficiency.
- 140% NRR achieved through executing a customer first approach to ensure customer success.
- Built out 24/7 live support organization across LATAM, EMEA and APJ
- Launched a Managed Services offer that generated 15% of company revenue and make the Customer Success organization profitable after 18 months.

OCT 2019 – OCT 2020

ADVISOR AND SEED INVESTOR, HYDROLIX INC.

- Advising early-stage startup with big ambitions to change the economics of high-density data.
- Helped the team with customer success ground work around support best practices, documentation, processes and workflows.

JAN 2016 – JUN 2019

VICE PRESIDENT AND CTO SERVICES AND SUPPORT, AKAMAI TECHNOLOGIES

- Consistently delivered revenue and margins. On track to deliver 16% YoY growth hitting \$500M in services and support revenue with and operational gross margin of 55% in 2019
- Implemented modeling and reporting for services products in alignment with P&L, revenue and margins
- Developed and implemented a deal approval system improving revenue by 7% and margins by 5% on new deals and renewals
- Rationalized active product catalog from 21 products to 6 products and end of life/sale over 300 products to improve operational efficiency

- Realigned expectations and built an effective engineering organization that successfully improved margin by 8% automating manual processes
- M&A performed: evaluation, due diligence, modeling and integration of services and support for: SOHA, SOASTA, Nominum and Janrain. Consistently delivering margins modeled in the 3-year plan

2013 – 2016

SENIOR DIRECTOR PROFESSIONAL SERVICES, AKAMAI TECHNOLOGIES

- Transformed Professional Services by introducing “security services”, charging 18% premium and contributing to 30% of overall services in the first 2 years
- M&A Evaluation, due diligence, modeling and implementation of services and support for Prolexic

2010 – 2013

SENIOR MANAGER PROFESSIONAL SERVICES, AKAMAI TECHNOLOGIES – BAY AREA

- Created services consulting vision with the notion of revenue drag (for every \$1 spend in consulting customers buy an additional \$4/month of platform revenue)
- M&A Evaluation, due diligence, modeling and implementation of services and support for: Blaze and Cotendo

2008 – 2010

STRATEGIC ENGAGEMENT MANAGER, AKAMAI TECHNOLOGIES – BAY AREA

Supported 5 of the top 15 US accounts delivering consistent growth and no churn

2007 – 2008

MAJOR ACCOUNT EXECUTIVE, AKAMAI TECHNOLOGIES - FRANCE

Application Performance sales overlay for Southern Europe achieved 118% of quota

2004 – 2007

SENIOR TECHNICAL CONSULTANT, AKAMAI TECHNOLOGIES - FRANCE

Providing pre and post sales consulting and support for Southern Europe and Brazil customers

2000 – 2004

SYSTEMS AND NETWORK ENGINEER, MONACO TELECOM - MONACO

Building Monaco Telecom ISP online subscription portal and public WIFI infrastructure

EDUCATION

JUNE 2004

MASTER INTERNET ENGINEERING, UNIVERSITE DE TOULON - FRANCE

Valedictorian of 2004 class

JUNE 2000

BACHERLOR INFORMATION AND COMMUNICATION, UNIVERSITE NICE - FRANCE

ACTIVITIES

- **Culture and Languages** – fluent in English, Spanish, French and Portuguese
- **Innovation** – 3 patents (US [US9531720B2](#), WO EP US CN [US20170109797A1](#), US [US20160057163A1](#))
- **Recognition** – Danny Lewin Award (highest Akamai Technologies award) and 3 times Akamai President’s Club