

# Farbod Jahan

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## Summary

My professional interest lies at the intersection of Technology and Design. I love shipping intuitive and delightful user experiences with data driven and user centric mindset. I enjoy building, tinkering and storytelling, working with stakeholders to identify user needs and translating them into engineering requirements so that we can build successful products that people love.

## PROFESSIONAL EXPERIENCE

### ScreenMeet

Dec. 2018 – Present

#### *Sr. Technical Product Manager*

- Redesigned Jira architecture from the ground up, streamlining product workflow and efficiency by 50% - 60%
- Built product roadmap; delineate immediate, mid, and long-term milestones centered around measurable and valuable customer outcomes that aligned with core values & business strategy
- Owned mobilized efforts of 8 developers delivering 18 new features in less than 3 quarters that have empowered customers, reduced cost of revenue, increased support efficiency, and generated new monthly recurring revenue
- Led the GA launch of 2 SaaS products integrated in CRM/ITSM platforms, securing \$1.0+ million annual contracts
- Manage day-to-day operational aspects of projects, coordinating activities across internal and external teams

### Guidewire Software

Jun. 2016 – Dec. 2018

#### *Software Engineer*

- Owned the technical design and implementation of features from start to finish, worked with product, design, and QA partners at every step of the way
- Translated customer needs and wants to clear and concise engineering requirements increasing efficiency by 13%
- Led an internal team of 4 engineers throughout the project lifecycle by monitoring progress and providing support
- Created scripts to increase performance up to 25% in 6 months, saving \$15,000 in development costs

### Spell Train

Jul. 2015 – June 2017

#### *Product Manager*

- Produced Spelling Bee application which boosted spelling accuracy by 43% and gained 1000+ user downloads
- Created a start-up from the ground-up, drafted business plans and pitch decks, created product road maps, produced concept videos, and created UX work-flows, wire-frames and mock-ups
- Researched and analyzed psychological data on effective learning, which increased cognitive abilities by 35%
- Developed and maintained 100% customer retention by demoing prototypes and receiving customer feedback

### Aquantia

June 2016 – Nov 2016

#### *Software Engineer (Intern)*

- Developed parallel regression testing which saved \$80,000 in FPGA boards
- Wire-framed, presented, and developed a web application to various teams to improve efficiency internally by 40%
- Managed technical projects from conceptualization to delivery, worked closely with agile development team to develop, test, and maintain Web and desktop-based software applications

### Audible Magic

Jan. 2016 – June 2016

#### *Software Support Engineer (Intern)*

- Provided support for 150+ customers during software implementation, which ensured 98% customer retention

## EDUCATION

**Santa Clara University - Masters of Business Administration**

**2019-Present**

**San Jose State University - Bachelor of Science in Computer Engineering**

**2012-2016**

## TECHNICAL SKILLS

**Tools:** Jira, Kibana, GSuite, Sketch, inVision, Jenkins, GitHub, Salesforce, Zendesk, Dynamics365, Kibana, Google Analytics

**Technologies:** SQL, REST API's, AWS, WebRTC, Python, Java, JavaScript, XML, AWS, HTML, CSS, jQuery