

Farbod Jahan

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SKILLS

Skills: Agile Methodologies, B2B, B2C, SaaS, A/B Testing, Product & Project Management, SEO, Growth, UX & UI Design, Data Analysis, Critical & Strategic Thinking, Empathy, Leadership, Prioritization, Organization

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

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

PROFESSIONAL EXPERIENCE

- Paypal** Oct 2020 – Present
Sr. Technical Product Manager
- ScreenMeet** Dec 2018 – Oct 2020
Sr. Technical Product Manager
- Generating new recurring revenue, reducing costs of revenue, increasing support efficiency, and empowering customers by delivering 18 new features in less than 3 quarters leveraging the mobilized efforts of 15 developers
 - Overseeing life cycle of 3 SaaS products integrated within CRM/ITSM platforms and as standalone from concept, design, development, and GA, securing 280% growth in revenue and 500% growth in customer base
 - Launching v1 of Android and iOS mobile applications in less than 6 months, capturing cross-platform support
 - Leading infrastructure development for backend tools in Kibana to create and measure KPI's for our product suite
 - Collaborating with internal/external stakeholders to bridge the gap between engineering, business, design, marketing, sales, customer support, and users securing deals with 3 product suites and across 13 platforms
 - Redesigning Jira architecture from the ground up, streamlining product workflow and efficiency by 50% - 60%
 - Building product roadmaps; delineating immediate, mid, and long-term milestones centered around measurable and valuable customer outcomes that aligns with core values & business strategy
- Guidewire Software** Dec 2017 – Nov 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 – Nov 2017
Product Manager
- Produced Spelling Bee application which boosted spelling accuracy by 43% and gained 1000+ user downloads
 - A/B tested product features and conducted focus group to prioritize feature requests and create a product roadmap
 - 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** Jun 2014 – Nov 2014
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

EDUCATION

- Santa Clara University - Masters of Business Administration** 2019 - 2021
- San Jose State University - Bachelor of Science in Computer Engineering** 2012 - 2016