Farbod Jahan

☎ 1(408)398-6042 | 🔲 /in/Farbod-Jahan | 🏠 AmirFarbod.Jahan@gmail.com | 🌐 www.farbodjahan.com

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

ScreenMeet											Dec 2018 – Present
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										Jun 2017 – 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 – Jun 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 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 – Jun 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 - 2021

San Jose State University - Bachelor of Science in Computer Engineering			2012 - 2016