

Farbod Jahan

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Technical Skills

Skills: Agile Methodologies, B2B, B2C, SaaS, A/B Testing, Product & Project Management, SEO, Growth, UX & UI Design,

SEO, Growth, Data Analysis, Critical Thinking, Empathy, Strategic Thinking, 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

- Owned mobilized efforts of 15 developers delivering 18 new features in less than 3 quarters that empowered customers, reduced costs of revenue, increased support efficiency, and generated new monthly recurring revenue
- Oversaw life cycle of 3 SaaS products integrated within CRM/ITSM platforms and as standalone from concept, design, development, and GA, which secured 280% growth in revenue and 500% growth in customer base
- Launched V1 of ScreenMeet iOS and Android mobile applications in less than 6 months
- Lead infrastructure development for backend tools in Kibana to create and measure KPI's for our product suite
- 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

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
- 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

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