Farbod Jahan

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SKILLS

Skills: B2B, B2C, AI, ML, SaaS, SEO, Growth, UX Design, Data Analysis, Leadership, Agile Methodologies, Mentorship

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

Technologies: ChatGPT, Chatbot, Generative AI, Tensor, Pytorch, LLM, AI, ML, WebRTC, SQL, REST API's, AWS, Java

PROFESSIONAL EXPERIENCE

Swiftly   Aug 2023 – Present
Director of Product

- Use data driven decisions to lead cross functional teams of pm's, design, and engineering to increase growth by 10x
- 0->1 product launch to acquire new customers and 20x revenue and 10x customer base
- Work with CPO to develop and execute product strategies to promote self service and reduce onboarding by 80%
- Implement new internal processes to streamline work efficiency by 33% within product, design, and engineering
- Pivoted and created the Northstar vision for Swiftly and set 6 month to 3 year roadmap for the company
- Created platform framework for vertical teams to develop features autonomously and speeding release by 25%
- Played an active role in recruitment for product and engineering leaders, increasing team size by 2x

PayPal   Oct 2021 – Aug 2023
Group Product Manager

- Formed a team of 4 PM's to build a world class customer facing Developer Platform servicing 300 million users
- Initiated major visual redesign of developer dashboard increasing user sign up growth by 23% and logins by 18%
- Reduced time to complete integration by 33% through usability improvements
- Led the replatform from Dust to React JS to increase stability and reliability of customers and diminish bugs by 70%
- Decreased fraud loss and operational expenses through spearheaded key initiatives of the company >$500m ARR
- Launched key features for mobile payment increasing growth of user sign up by 13%
- Created AI/ML conversational chatbot to increase self-service and reduce support tickets by 32%

ScreenMeet   Dec 2018 – Oct 2021
Sr. Technical Product Manager

- Launched 0 ->1 audio & video screen sharing software product, generating ARR $1.25m and customer growth 200%
- Managed a team of 2 PM's to oversee remote support and cobrowse ScreenMeet product offerings
- Initiated the pilot to signed partnership with Dell Technologies increasing ARR by 400%
- Oversaw the 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
- Launched v1 of Android and iOS mobile applications in less than 6 months, capturing cross-platform support

Guidewire Software   Dec 2017 – Nov 2018
Software Engineer

- 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%

EDUCATION

Santa Clara University - Masters of Business Administration   2019 - 2021

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