

# Farbod Jahan

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## Summary

SaaS professional with 4+ years experience; successful track record of bridging the gap between business and tech. Expertise in taking real customer requirements and developing products that are valuable, innovative, and successful.

## PROFESSIONAL EXPERIENCE

### Guidewire Software

May 2017 – Present

*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 and tested Guidewire software ensuring stability and reducing production issues by 30%
- Provided documentation, training, and guidance for new hires on proper coding standards and system functionality
- Created scripts to increase performance up to 25% in 6 months, saving \$15,000 in development costs

### Spell Train

Oct. 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
- Engaged with team members to define an initial product backlog, story details, and acceptance criteria through the life-cycle of the product

### Aquantia

Aug. 2016 – May 2017

*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%
- Translated functional requirements into robust, efficient, supportable solutions within the system architecture
- 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 – Aug. 2016

*Software Support Engineer (Intern)*

- Provided support for 150+ customers during software implementation, which ensured 98% customer retention
- Analyzed complex problems, created reports and generated potential solutions for software, systems and processes

### Actuate

Jun. 2014 – Aug. 2014

*Software Engineer (Intern)*

- Automated testing of Salesforce which decreased testing time by 33%
- Wrote technical documentation and user-manuals for internal and external clients

## EDUCATION

**San Jose State University - Bachelor of Science in Computer Engineering** (3.56 GPA)

**Dec. 2016**

## TECHNICAL SKILLS

**Tools:** Jira, Google Analytics, inVision, Jenkins, GitHub, Zendesk, Salesforce, Slack, Trello, MS Office

**Programming:** SQL, Python, Java, JavaScript, XML, Django, AWS, HTML, CSS, jQuery