Felix Sargent

FELIX.SARGENT@GMAIL.COM
HTTP://FELIXSARGENT.COM
NEW YORK

Experience

VP of Product @SeamlessDocs

November 2015 - In Progress

- Led the product team with a philosophy of servant leadership to encourage discussion, healthy debate, and clear communication
- Created product specifications and worked with design team to turn them into elegant UX models
- Worked with engineering team to take models and specifications to turn them into functional product components
- Migrated existing team from a disorganized to do list to an organized backlog with an agile methodology
- Developed process for account management team to prioritize incoming customer issues to both improve resolution time and reduce engineering load
- Conducted extensive user testing with government officials to refine product features and specifications
- Re-negotiated contractual obligations with customers to reduce commitments, and align engineering roadmap with company direction

Product Manager, Bloomberg Vault Surveillance @Bloomberg

October 2014 - November 2015

- Product Owner for Bloomberg Vault Surveillance, the communications monitoring and auditing tool for the Bloomberg Terminal (MCMP, BVTP)
- Implemented technology and policies to capture communications to prevent Market Abuse, Insider Trading, Harassment, and Data Loss
- Coordinated a team working on the latest and greatest technology stack including Scala, Play, Accumulo, & Akka running on a Mesos infrastructure
- Worked with Compliance and Security Officers to ensure the data integrity of our clients, and the Bloomberg Terminal

Product Manager, Repose @Rackspace

December 2013 - October 2014

- Product Owner for Repose, the API Middleware Platform
Repose handles Rackspace API Security, Rate Limiting, Content Normalization and more
- Defined the product strategy, roadmap, user stories, KPIs, and priorities
- Presented Repose, the Openstack API Filter at OpenStack Atlanta
- Improved Net Promoter Score by 25% by revamping documentation, and simplifying product support processes
- Built out continuous integration, continuous deployment infrastructure with Jenkins/Docker/Puppet

Product Manager, Autoscale @Rackspace

November 2012 - December 2013

- Founding Product Owner for Rackspace Autoscale, an API to dynamically scale cloud infrastructure based on monitoring alerts
- Defined the product strategy, roadmap, user stories, KPIs, and priorities
- 30,000+ new servers created by Autoscale since launch
- Restructured our product to integrate with OpenStack

Engineer @ Cloudkick (Acquired by Rackspace)

August 2011 - November 2012

- Developer and support engineer on Cloudkick, a Python/Django based Cloud Server Monitoring/Management console, which was acquired by Rackspace.
- Developer on Rackspace Cloud Control Panel
- Developer on Open Source project Gutsy, an automagical NodeJS project dashboard
- Developer of RaxURL, a NodeJS internal URL shortener
- Built the office Kegerator

Operations Engineer @Salesforce.com

August 2010 - August 2011

- Designed Ubuntu Developer image deployed to Salesforce.com Developers
- Built Corporate Puppet infrastructure, scaled to 500+ nodes, monitored with Puppet Dashboard

---

Skills

Product Management

- Product and Project Management
- Scrum Alliance Certified Agile Product Owner & Scrum Master
- Product requirements definition, storyboarding and use case development
- Atlassian JIRA, Confluence Trainer and Administrator
- Presentation and sales experience

Engineering and Operations

- Python (Django, Twisted)
- Docker fanatic
- NodeJS
- HTML5, CSS, AngularJS
- Puppet, Chef, and general DevOps Enthusiast
- API Management, REST, JSON, XML, HTTP, RSS, Apache Thrift

Nationalities

- United States, European (UK), and Australian Citizenship
- Learning Mandarin Chinese, 你好!

Education

Economics @San Francisco State University

Graduated Spring 2009

President, Economics Students Association 2008

Treasurer, Pre-Law Society 2008

Varsity Intercollegiate Policy Debate Team

Personal

Mentor in The Product Mentor program, associated with The Product Group.

- Recognized with the Outstanding Product Mentor Award.
- Presented:
    - Managing Technical Debt (July 17, 2016)
    - How to Interview a Product Manager (February 7, 2016)
    - Inheriting a Project (July 8, 2015)

Founded the Code for America San Francisco Brigade.

- Reformed the way San Francisco Citizens get access to financial services.

- Brought the City Administrative Code online.

- Created new ways to visualize the San Francisco City Budget.

Volunteer at Camp Okizu, a camp for children with cancer, and their families.

Raised $4000 and rode the 2014 AIDS Lifecycle Ride 545 Miles from San Francisco to Los Angeles.