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 CEO and 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 research 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, Rackspace

August 2011 - October 2014

Repose

- 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 40% by revamping documentation, and simplifying product support processes
- Built out continuous integration, continuous deployment infrastructure with Jenkins/Docker/Puppet

Autoscale

- Product Owner for Rackspace Autoscale, an API to dynamically scale cloud infrastructure based on monitoring alerts
- Developed Autoscale from initial vision to released product
- Defined the product strategy, roadmap, user stories, KPIs, and priorities
- 300,000+ new servers created by Autoscale since launch as of 2014
- Restructured our product to integrate with OpenStack HEAT

Engineering

- 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

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Skills

Product Management

- Product and Project Management
- Mentor to other Product Managers with The Product Mentor group
- Scrum Alliance Certified Agile Product Owner (CSPO) and Scrum Master (CSM)
- Product roadmapping, business development, and cost estimation
- Atlassian JIRA/Confluence Trainer and Administrator
- Presentation, sales, and consulting

Engineering and Operations

- Scala (Play), Python, NodeJS
- Puppet, Chef, Ansible, Docker, Jenkins
- JSON/REST API Design, Documentation, and Development

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

Volunteer

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.

Camp Counselor at Camp Okizu, a summer 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.