Felix Sargent

FELIX.SARGENT@GMAIL.COM
FELIXSARGENT.COM | (415) 860 6970
OAKLAND, CA

PROFESSIONAL SUMMARY

I'm a **Senior Engineering Manager** with years of experience working on high-throughput platforms at scale. I've driven industry-wide conversations around flexible engineering management, API design, cloud infrastructure, managing technical debt, and building engineering teams. My specialties are **backend engineering team management, developer tools, infrastructure, observability, and deployment pipelines.** I've managed engineering teams both from the position of an HR manager and product lead and manage both with efficiency and empathy. I am most familiar with in **NodeJS, Python and Scala**, but have managed teams using Go, Perl, and PHP. If you're looking for someone who can build and manage engineering teams, and create great platforms, I'm your person.

EXPERIENCE

Director of Engineering @ MediaMath
November 2016 – April 2020

- Director of API Usability division, managing common technology services
- Refurbished legacy systems to CI/CD model, reducing test and deployment time from days to minutes and reducing server costs for QA environments by 85%
- Revamped authentication services to OAuth2 across the platform, eliminating cookie auth, MFA, improving security and customer experience
- Implemented Feature Flagging services, enabling faster product deployments and increasing reliability of test suites
- Created OASv2 *API documentation portal* revamping REST API customer experience, with fanatically positive responses
- Implemented Open Source license compliance regulatory schemes with Fossa.io enabling the close of multi-million-dollar credit facility
- Established and used KPIs to prioritize projects to improve DB performance by 30% and lower infrastructure costs by 50%

VP of Product @ SeamlessDocs
November 2015 – November 2016

- Led the product team with a philosophy of servant leadership to encourage discussion, healthy debate, and clear communication
- Managed recruiting for Engineering including sourcing, interviewing and salary negotiations.
- Created product strategy and worked with CEO to set the roadmap to replace unreliable legacy systems
- Re-established trust between engineering and sales teams by creating consistent outcomes and stabilizing the platform, bringing bugs identified per week down by 90%
- Developed process for the account management team to triage and prioritize customer issues bringing median resolution time down by 80%, and increasing customer NPS scores by 60%
- 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

Senior Product Manager @ 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

- Defined the product strategy, roadmap, user stories, KPIs, and priorities
- Redefined product strategy to focus on external customers
- Enabled agile development, continuous integration, deployment, and testing
- Product owner for *Repose*, the API Middleware Platform. Repose handles Authentication (Openstack Keystone), Security, Rate Limiting, and Content Normalization for all Rackspace APIs
- Presented *Repose, the Openstack API Filter* at OpenStack 2014
- Product owner for *Rackspace Autoscale*, an API to dynamically scale cloud infrastructure based on monitoring alerts
- Built the office *Kegerator*

VOLUNTEER WORK

Chair of the Board @ Center for Election Science
2017 – Current

- A non-profit organization dedicated to improving the way we vote
- Oversee and develop strategy for the organization, coordinate staff and board meetings, recruit new board members, coordinate strategic donors, and raise grants for the organization
- Wrote Berkeley's City Council's switch to 're-weighted range voting' adds fairness to the system (*Berkeleyside*)

Mentor @ The Product Group
2015 – 2017

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

Founded the San Francisco Brigade @ Code for America
2013

- Reformed the way San Francisco citizens without bank accounts get access to financial services with the Office of Financial Empowerment
- Brought the City Administrative Code online

EDUCATION

BA Economics @ San Francisco State University

- Concentration: Game Theory
- International Relations Minor
- Varsity Debate Team