Felix Sargent

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**OAKLAND, CALIFORNIA**

# Experience

Director of Engineering @ [MediaMath](https://mediamath.com)

November 2016 - In Progress

* Managed three teams of engineers supporting our Campaign Management product
* Lead teams with a philosophy of Servant Leadership, "little a" agile, and fostering a culture of inclusiveness and discourse
* Oversaw refurbishment of legacy Perl application
* Orchestrated the migration of legacy Perl monolith to Kubernetes, revamping our testing and deployment environments, and moving to CI/CD
* Coordinated teams to extract Authentication, Authorization and User services into microservice APIs from a legacy Perl monolith. Project allowed for the rollout of OAuth2, Multi-Factor Authentication, dramatically increasing security and improving UX

## 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
* 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

## Sr. 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
* Built the office [Kegerator](https://www.sdtimes.com/link/36702)
* Product owner for [Repose](https://www.openrepose.org/), the API Middleware Platform. Repose handles Authentication (Openstack Keystone), Security, Rate Limiting, and Content Normalization for nearly all Rackspace APIs
* Presented [Repose, the Openstack API Filter](https://www.youtube.com/watch?v=w_l6-MYEb5U) at OpenStack 2014
* Product owner for [Rackspace Autoscale](http://www.rackspace.com/cloud/auto-scale/), an API to dynamically scale cloud infrastructure based on monitoring alerts

# Volunteering

## Chair of the Board @ Center for Election Science

2017 - Current

* A non-profit organization dedicated to improving the way vote.
* Helped modernize the organization's website
* 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](https://www.berkeleyside.com/2019/06/19/opinion-berkeleys-city-councils-switch-to-re-weighted-range-voting-adds-fairness-to-the-system))

## Mentor @ The Product Group

2015 - 2017

* Recognized with the Outstanding Product Mentor Award
* 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.
* Brought the City Administrative Code online.

# Education

## BA Economics @ San Francisco State University

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