Felix Sargent

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**http://felixsargent.com**

**New York**

### Experience

VP of Product @[SeamlessDocs](http://www.seamlessdocs.com)

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](http://www.apple.com) @[Bloomberg](http://www.apple.com)

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](https://openrepose.org/) @[Rackspace](https://www.rackspace.com/)

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](https://www.youtube.com/watch?v=w_l6-MYEb5U) 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](https://github.com/rackerlabs/otter) @[Rackspace](https://www.racksp)

November 2012 - December 2013

* Founding Product Owner for [Rackspace Autoscale](http://www.rackspace.com/cloud/auto-scale/), 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](https://www.rackspace.com/blog/the-heat-is-on-for-autoscaling-at-openstack-summit-portland/)with[OpenStack](http://developer.rackspace.com/blog/rackspace-autoscale-is-now-open-source.html)

Engineer @ [Cloudkick](https://www.rackspace.com/) (Acquired by Rackspace)

August 2011 - November 2012

* Developer and support engineer on [Cloudkick](https://www.cloudkick.com/), a Python/Django based Cloud Server Monitoring/Management console, which was acquired by Rackspace.
* Developer on [Rackspace Cloud Control Panel](https://mycloud.rackspace.com/)
* Developer on Open Source project [Gutsy](https://github.com/racker/gutsy), an automagical NodeJS project dashboard
* Developer of [RaxURL](https://github.com/fsargent/raxURL), a NodeJS internal URL shortener
* Built the office [Kegerator](https://www.sdtimes.com/link/36702)

Operations Engineer @[Salesforce.com](https://www.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](https://sfsu.edu/)

Graduated Spring 2009

President, Economics Students Association 2008

Treasurer, Pre-Law Society 2008

Varsity Intercollegiate Policy Debate Team

### Personal

Mentor in [The Product Mentor](http://www.theproductmentor.com/felix-sargent.html) program, associated with [The Product Group](http://www.meetup.com/TheProductGroup/).

* + - Recognized with the [Outstanding Product Mentor Award](http://www.theproductmentor.com/recognition.html).
    - Presented:

[Managing Technical Debt](https://www.youtube.com/watch?v=Lv3ewdddD8g) (July 17, 2016)

[How to Interview a Product Manager](https://www.youtube.com/watch?v=2rNhGUZea2U) (February 7, 2016)

[Inheriting a Project](https://www.youtube.com/watch?v=GnQnsDHQGj0) (July 8, 2015)

Founded the [Code for America San Francisco Brigade](http://codeforsanfrancisco.org/).

* + - Reformed the way San Francisco Citizens [get access to financial services](http://bankonsf.org/how).
    - Brought the [City Administrative Code](http://codeforsanfrancisco.org/sf-admin-code/) online.
    - Created new ways to [visualize the San Francisco City Budget](http://codeforsanfrancisco.org/look-at-sf/).

[Volunteer](https://medium.com/@antagonist/escape-the-tech-bubble-volunteer-a7f62f53452e) at [Camp Okizu](https://www.okizu.org/), a camp for children with cancer, and their families.

Raised $4000 and rode the [2014 AIDS Lifecycle Ride](http://www.tofighthiv.org/site/TR/AIDSLIFECYCLE2014/AIDSLifeCycleCenter?px=3050819&pg=personal&fr_id=1630) 545 Miles from San Francisco to Los Angeles.