

Felix Sargent

San Francisco, CA

Experience

Engineering Manager, University @ [Atlassian](#)

June 2020 - In Progress

- Technical leader for Atlassian University

Director of Engineering, Campaigns & API Usability @ [MediaMath](#)

November 2016 - April 2020

- Owner of API Usability division, managing backend 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
- 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, [Vault](#) @ [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 & Autoscale @ [Rackspace](#)

August 2011 - October 2014

- 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
- Product owner for [Repose](#), 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](#) at OpenStack 2014
- Redefined product strategy to focus on external customers
- Enabled agile development, continuous integration, deployment, and testing
- Built the office [Kegerator](#)

Projects

[BARTSign](#) - Raspberry Pi Based Transit Board

[Fippi](#) - Physical internet radio, and Air Quality Monitor

[My Voice is My Passport](#) (eg 1992 movie [Sneakers](#)) - Voice Recognition Passwords for Condo Entry

Volunteer Work

Chair of the Board @ [Center for Election Science](#)

2017 - Current

A non-profit organization dedicated to improving the way we 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)

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](#)

President, Economics Students Association

Treasurer, Pre-Law Society

Varsity Intercollegiate Policy Debate Team



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