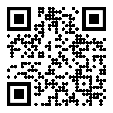
Felix Sargent

  
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**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](https://apidocs.mediamath.com) 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](https://www.openrepose.org/), 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](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
* Built the office [Kegerator](https://www.sdtimes.com/link/36702)

# Volunteer Work

## Chair of the Board @ [Center for Election Science](https://electionscience.org)

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](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 ([2016](http://www.theproductmentor.com/recognition.html))
* Managing Technical Debt ([July 17, 2016](https://www.youtube.com/watch?v=Lv3ewdddD8g))
* How to Interview a Product Manager ([February 7, 2016](https://www.youtube.com/watch?v=2rNhGUZea2U))
* Inheriting a Project ([July 8, 2015](https://www.youtube.com/watch?v=GnQnsDHQGj0))

## 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