JIAHAN ERICSSON

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SKILLS

Product and Engineering Strategy

Cross-functional Collaboration

Engineering Excellence

Enterprise Readiness

Leadership

Mentoring & Coaching

Team Building

Project Management

Program Management

OKR Ownership

Presentation

EDUCATION

**Bachelor of Science (B.S.)
Electrical Engineering &
Computer Science**
University of California, Berkeley
2004 – 2008

PROFILE

I am an established engineering leader and executive with over 16 years of experience. I have acquired extensive experience and developed a comprehensive skill set in leading both small, focused teams as well as large product engineering organizations in startup and enterprise settings.

As an executive, I excel in operational maturity, engineering excellence, cross-functional collaboration across the business, team building, and enterprise readiness. I am passionate about coaching and mentorship, which I make space for both at work and within my network. I look forward to connecting with you!

EXPERIENCE

VP of Engineering

IRONCLAD | SF BAY AREA | 10/2021 -10/2024, promoted in 02/2023
Ironclad is the leader in Contract Lifecycle Management and AI-powered Digital Contracting Platform. I started my tenure as a Senior Director of Engineering, then quickly became part of the executive team. I grew and led our Product Engineering, Quality Engineering, and EPD Operations teams. In this role, I collaborated closely with executives across EPD, Go-to-market, and Corporate Services to define and execute the company's business and product strategies. Among my proudest achievements was addressing the challenges of Enterprise readiness while simultaneously driving AI-powered innovations that enhanced and redefined the entire business contracting experience. Through various initiatives, I focused on holistically elevating and maturing our product, engineering, and customer support practices.

Senior Director of Software Engineering - Trailhead

SALESFORCE | SF BAY AREA | 10/2018 - 10/2021, promoted in 02/2020
Trailhead is Salesforce's learning and enablement platform for the Customer 360 experience. The product offers free digital learning and community platform to enable anyone to upskill for works of today and the future. We also offer an enterprise solution to help companies on-board and train their employees.
I built a 60+ engineers growing organization from the ground up over 3 years. We were responsible for many product areas at Trailhead, especially those focusing on the end user experience. Throughout my tenure, I grew our

CERTIFICATIONS

[Certificate of Business Excellence](#)

UC Berkeley Executive Education
2018 - 2021

LANGUAGES

English | Fluent
Mandarin | Fluent

engineering organization to

- unlock new product areas in Slack ([Trailhead Slack App](#) developed in Node.js with TypeScript), mobile ([Trailhead GO iOS](#) developed in Swift in partnership with Apple / [Trailhead GO Android](#) developed in Kotlin), community (trailblazers.salesforce.com and [trailblazercommunitygroups.com](#)), and learning ([trailhead.salesforce.com](#)).
- solidify our growth strategy with product and marketing partners in the areas of experimentation, personalization, and data science.
- provide product integration with other platforms such as Salesforce for a more holistic and high touch user experience.
- focus on mature engineering practices such as GraphQL based API layer, internal tooling (CI/CD, CLI dev tools, quality portal, etc.), performance testing, and UI design system.

I directly led key strategic product initiatives and guided additional innovations by empowering and supporting my leadership team.

Director of Software Engineering - Platform

SALESFORCE | SF BAY AREA | 09/2016 - 10/2018, promoted in 02/2018

My teams developed and actively supported several public APIs for internal and external customers and partners to build custom development tools and applications on the Salesforce Platform.

Lead Member of Technical Staff, Engineering - Platform

SALESFORCE | SAN FRANCISCO | 08/2014 - 09/2016

I was a member of a two-people burst-capacity team that strategically partners with different feature teams to deliver crucial, impactful, and high-quality projects faster. Projects range from prototyping a new serialization framework, exposing API functionalities, to building internal services.

French Pâtisserie Adventure

FERRANDI / LE MEURICE | PARIS | 06/2013 - 08/2014

Ask me about my time as a stagiaire at Beyoncé's favorite Parisian hotel ;)

Associate to **Lead Member of Technical Staff - Quality Engineering**

SALESFORCE | SF BAY AREA | 06/2008 - 06/2013