

ROXANNE MOSLEHI

(650) 269-9847 | rmoslehi@mit.edu

EDUCATION

MIT SLOAN SCHOOL OF MANAGEMENT

Cambridge, MA

Candidate for MBA, June 2021

2019 - Present

- GMAT 760 (99th percentile); awarded Dean's Fellowship in recognition of academic and professional achievement
- VP of Alumni Relations for Sloan Women in Management; founding team member of Mindfulness & Leadership Club
- Pursuing Analytics Certificate; active member of Tech and Product Management Clubs; TA for Communication courses

UNIVERSITY OF CALIFORNIA, BERKELEY

Berkeley, CA

BA in Computer Science and BA in Cognitive Science, cum laude

2012 - 2016

- GPA: 3.81/4.0, Dean's Honor List (GPA in Top 4% of College of Letters and Science, May 2013)
- Member and web developer in UPE (International Computer Science Honor Society)

EXPERIENCE

INFINITUS SYSTEMS

San Francisco, CA

Product Manager Intern

Summer/Fall 2020

- Created product roadmap for digital assistant that trains new call center agents; performed user research and got buy-in from engineering leadership; resulted in 50% reduction in training time for new agents
- Partnered with engineering to define product requirements and design UI mockups for 7 new product features
- Conducted over 15 user interviews to determine product improvements for boosting agent performance
- Implemented recruiting tools and processes on the operations team to support senior leadership in growing team size by 10x

PALANTIR

Palo Alto, CA

Product Reliability Engineer

2017 - 2019

- Selected as first team member to lead product support for a product suite (including 15 engineers and 20+ products)
- Created bi-weekly reports to drive future roadmap decisions; reports included data analysis of product issues and usage as well as key highlights of qualitative user feedback
- Drove over 100 high-priority customer-facing issues (across all products in company) to resolution when on-call; managed cross-functional groups (including engineers, data analysts, and business development managers) when addressing issues
- Decreased average time to resolve tickets by 25% (while overall ticket load increased by 30%) by designing and running trainings to teach engineers how to handle support tickets and enhance product support quality
- Assisted users troubleshoot product issues (resolved over 750 support tickets); ensured underlying product bugs were fixed
- Mentored new hires and designed new onboarding materials covering technical product knowledge
- Led a team of engineers creating a standardized process for testing a new product suite; reduced user-reported bugs by 50%

Documentation Engineer

2016 - 2017

- Managed bi-weekly releases for group of products; improved quality of releases by establishing standards to test common user workflows and write release notes to communicate new features and critical fixes to users
- Led training sessions, organized and facilitated company-wide Q&A sessions with 3 engineering leads, and developed technical documentation and user guides to help over 100 internal users (across all offices) migrate to new products
- Identified lack of alignment between skills evaluated during hiring interviews and those required for success in role; initiated effort to redesign interview process and questions
- Conducted hiring interviews for potential candidates to join team and helped make final hiring decisions

Documentation Engineer Intern

Summer 2015

- Developed original technical documentation that helped speed up user adoption (by a factor of 2) for several new products
- Collaborated with developers, quality engineers, and product managers to improve quality of weekly releases by testing new features and writing comprehensive release notes

VISA

Foster City, CA

Software Engineer Intern

Summer 2014

- Built web server log analytics tool (using Java and SQL), enabling the operations team to make more data-driven decisions

ADDITIONAL INFORMATION

- Technical skills: Experience coding in Java, SQL, Python, and R
- Interests: Avid listener of *The Pitch* and *How I Built This* podcasts; daily *Headspace* user and aspiring mindfulness guru