Shaheen Pasarya

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SUMMARY

Customer- & data-driven Scrum Master & software tester with 4 years experience in SaaS technology. I've been a leader in various stages of what makes a fully fledged product, from the planning & execution of the Agile Software Development Lifecycle to the front lines of chat support.

EXPERIENCE

ShipStation, Austin, TX - *Associate Product Manager*

NOV 2019 - APR 2020

- As the first product operations initiative for the company, collaborated with data analytics team to design & implement Looker dashboard that aggregated customer feedback across 8 internal & external channels
- Established guidelines & customer segments via Pendo to optimize go-to-market strategies
- Planned, led, & delivered 4 products that increased platform offerings & value to external customers

ShipStation, Austin, TX - *Technical Project Manager*

JUL 2017 - NOV 2019

- Spearheaded the requirements writing for the largest-to-date project in the company
- Structured complex mockups between product designers & engineers into detailed, actionable, easy-to-understand JIRA epics, stories, tasks & sub-tasks
- Led biweekly sprints beginning to end: assessing complexity & risks with engineers, followed by retrospectives to engage all team members in constructive discussion
- Managed release process for deployments to staging & production environments
- Organized biweekly demos for stakeholders & used feedback to adjust requirements
- Groomed & prioritized backlog biweekly to allow engineers to efficiently self-serve
- Trained support, sales, & marketing staff on upcoming major feature releases
- Influenced & documented product decisions impacting tens of thousands of customers

ShipStation, Austin, TX - *Quality Assurance Analyst*

DEC 2016 - JUL 2017

- Performed thorough quality assurance tests for web & mobile (iOS & Android) app releases
- Documented test instructions in Confluence & defined expected outcomes to later be written into automated regression tests

ShipStation, Austin, TX - *Senior User Success Specialist*

JUL 2015 - DEC 2016

- Triaged & provided resolutions for advanced technical support (UI & API) issues