SHAHEEN PASARYA

PRODUCT OWNER

CONTACT

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📍 Austin, TX, USA

SUMMARY

Customer-centric, data-driven product owner / manager & software tester with 7+ years experience in SaaS technology. Experienced leader with success ranging from the front lines of chat support to the planning & execution of the Agile Software Development Lifecycle. Thrives working with cross-functional teams.

SKILLS & EXPERTISE

- Product operations
- Product management
- Scrum
- Project management
- Stakeholder management
- Documentation
- Implementation
- Roadmapping & prioritization
- Wireframing
- User experience
- Data analysis
- Quality assurance
- Go-to-market strategy
- Customer success
- User testing & qualitative research
- CRMs

TOOLS

AWS, Confluence, Figma, Google Data Studio, InVision, Jira, Looker, Pendo, PostgreSQL, Redshift, Segment, TeamCity, Zendesk, & more!

EXPERIENCE

Head of Product

Bodhi (f.k.a. 17TeraWatts)   Aug 2020 - Mar 2023

- Drove ideation, UX, planning, development, & testing of the Bodhi core product & supporting 10+ API integrations: including Salesforce, NetSuite, monday.com, & others
- Established clear acceptance criteria & wrote comprehensive user stories for a team of 5 engineers
- Onboarded 10+ solar SMBs within 8-12-week timelines
- Kicked off & launched 6+ new features
- Collaborated with design to define user flows, identify activation points, write microcopy, & transform wireframes into prototypes
- Published 15+ knowledge base articles

Associate Product Manager

ShipStation   Nov 2019 - Apr 2020

- Implemented Looker dashboard that aggregated customer feedback across all internal & external platforms (Jira, UserVoice, Zendesk, etc.)
- Planned, led, & launched 4 products that increased platform offerings & value to external customers

Technical Project Manager

ShipStation   Jul 2017 - Nov 2019

- Spearheaded the requirements writing & launched a beta for an exhaustively rearchitected version of the web app
- Structured complex mockups between product designers & engineers into well-defined user stories
- Led Scrum ceremonies: daily standups, sprint planning, retrospectives, demos, & backlog grooming
- Managed UAT & release process for continuous deployments to staging & production environments
- Trained support, sales, & marketing staff on upcoming major feature releases
- Influenced & documented product decisions impacting tens of thousands of customers