

# Farbod Jahan

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## SKILLS

**Skills:** Agile Methodologies, B2B, B2C, SaaS, A/B Testing, Product & Project Management, SEO, Growth, UX & UI Design, Data Analysis, Critical & Strategic Thinking, Empathy, Leadership, Prioritization, Organization

**Tools:** Jira, Kibana, GSuite, Sketch, inVision, Jenkins, GitHub, Salesforce, Zendesk, Dynamics365, Kibana, Google Analytics

**Technologies:** WebRTC, SQL, REST API's, AWS, Python, Java, JavaScript, XML, AWS, HTML, CSS, jQuery

## PROFESSIONAL EXPERIENCE

**PayPal** Oct 2021 – Present  
*Sr. Technical Product Manager*

- Owned entirety of Developer Platform and enhanced development and performance of Junior Product Managers
- Replatformed Developer Platform to increase stability and reliability of customers and diminish bug reports by 70%
- Decreased fraud loss and operational expenses through spearheaded key initiatives of the company
- Impacted product strategy through data driven insights and created roadmaps 5+ years out
- Worked across product teams, engineering, design, analytics, and research partners to deliver high quality, comprehensive end-to-end data PayPal products

**ScreenMeet** Dec 2018 – Oct 2021  
*Sr. Technical Product Manager*

- Generating new recurring revenue, reducing costs of revenue, increasing support efficiency, and empowering customers by delivering 18 new features in less than 3 quarters leveraging the mobilized efforts of 15 developers
- Overseeing life cycle of 3 SaaS products integrated within CRM/ITSM platforms and as standalone from concept, design, development, and GA, securing 280% growth in revenue and 500% growth in customer base
- Launching v1 of Android and iOS mobile applications in less than 6 months, capturing cross-platform support
- Leading infrastructure development for backend tools in Kibana to create and measure KPI's for our product suite
- Collaborating with internal/external stakeholders to bridge the gap between engineering, business, design, marketing, sales, customer support, and users securing deals with 3 product suites and across 13 platforms
- Building product roadmaps; delineating immediate, mid, and long-term milestones centered around measurable and valuable customer outcomes that aligns with core values & business strategy

**Guidewire Software** Dec 2017 – Nov 2018  
*Software Engineer*

- Owned the technical design and implementation of features from start to finish, worked with product, design, and QA partners at every step of the way
- Translated customer needs and wants to clear and concise engineering requirements increasing efficiency by 13%
- Led an internal team of 4 engineers throughout the project lifecycle by monitoring progress and providing support
- Created scripts to increase performance up to 25% in 6 months, saving \$15,000 in development costs

**Spell Train** Jul 2015 – Nov 2017  
*Product Manager*

- Produced Spelling Bee application which boosted spelling accuracy by 43% and gained 1000+ user downloads
- A/B tested product features and conducted focus group to prioritize feature requests and create a product roadmap
- Researched and analyzed psychological data on effective learning, which increased cognitive abilities by 35%
- Developed and maintained 100% customer retention by demoing prototypes and receiving customer feedback

## EDUCATION

**Santa Clara University - Masters of Business Administration** 2019 - 2021

**San Jose State University - Bachelor of Science in Computer Engineering** 2012 - 2016