

# Farbod Jahan

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## PROFESSIONAL EXPERIENCE

**Allergan Data Labs (Abbvie)** – *Disrupt aesthetics industry through data, design, & technology* Oct 2024 – Present  
Director of Product – *Allē*

- Orchestrated interviewing, hiring and onboarding for the product org which grew by 2x
- Partnered with 40+ stakeholders across marketing, engineering, research, legal, privacy and regulatory functions to experiment, pilot and launch products
- Identified new opportunities for Allergan to pursue attributing to \$48m in additional revenue

**Swiftly** – *Retail technology company that provides solutions for retailers and brands* Aug 2023 – Oct 2024  
Director of Product – *Swiftly Platform*

- Managed 12 PM's to launch 3 new products (0-1), increasing revenue 10x and expanding customer base tenfold
- Developed self-serve platform, reducing onboarding by 80% and creating a new revenue stream
- Streamlined efficiency by 25% through new internal processes across product, design, and engineering teams
- Standardized platform development, enabling autonomous feature creation and accelerating releases by 25%
- 3x team size by actively recruiting top product, engineering, and design talent

**PayPal** – *Online payment system to allow users receive and send money* Oct 2021 – Aug 2023  
Group Product Manager – *Integration Platform and Support Platform*

- Managed team of 7 PM's to develop a world class external integration platform, serving 300 million users
- Drove visual redesign of PayPal developer dashboard, boosting sign-ups by 23% and logins by 18%
- Implemented onboarding workflow, reducing onboarding time by 35%
- Reduced fraud loss and operational expenses, contributing to over \$500M ARR
- Launched mobile payment features, increasing user sign-ups by 13%
- Created conversation AI/ML chatbot, enhancing self-service and cutting support tickets by 40%

**ScreenMeet** – *Remote support software integrated within CRM and ITSM platforms* Dec 2018 – Oct 2021  
Sr. Technical Product Manager – *ScreenMeet Solutions*

- Launched 0-1 audio/video screen sharing software, generating \$1.25M ARR and 200% customer growth
- Initiated Dell Technologies partnership, increasing ARR by 400%
- Managed life cycle of 3 SaaS products, achieving 280% revenue growth and 500% customer growth
- Launched Android and iOS apps within 6 months, ensuring cross-platform support

**Guidewire Software** – *P&C software used to automate processes to manage digital business* Dec 2017 – Nov 2018  
Software Engineer - *Guidewire*

- Translated customer needs into engineering requirements, increasing efficiency by 13%
- Led a team of 4 engineers, overseeing project lifecycle and providing support
- Created performance-enhancing scripts, improving efficiency by 25% and saving \$15,000 in costs

**Spell Train** – *Spelling Bee application integrated with voice activated devices* Jul 2015 – Nov 2017  
Product Manager – *Spell Train*

- Developed Spelling Bee app, boosting accuracy by 43% and achieving 1000+ downloads
- Conducted A/B testing and focus groups to prioritize features and create a product roadmap
- Analyzed psychological data, enhancing cognitive abilities by 35%

## EDUCATION

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

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

## SKILLS

**Skills:** B2B, B2C, AI, ML, SaaS, SEO, Growth, UX Design, Data Analysis, Leadership, Agile Methodologies, Mentorship

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

**Technologies:** ChatGPT, Chatbot, Generative AI, Tensor, Pytorch, LLM, AI, ML, WebRTC, SQL, REST API's, AWS, Java