

Felix Sargent

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Experience

VP of Product @SeamlessDocs

November 2015 - In Progress

- Led the product team with a philosophy of servant leadership to encourage discussion, healthy debate, and clear communication
- Created product strategy and worked with CEO to set roadmap to replace unreliable legacy systems
- Re-established trust between engineering and sales teams by creating consistent outcomes and stabilizing the platform, bringing bugs identified per week down 90%
- Developed process for account management team to triage and prioritize customer issues bringing median resolution time down by 80%, and increasing customer NPS scores by 60%
- Conducted extensive user research with government officials to refine product features and specifications
- Partnered with FileStack to implement an AWS S3 -> ZIP API to allow our customers to easily export bundles of submissions
- Re-negotiated contractual obligations with customers to reduce commitments, and align engineering roadmap with company direction

Product Manager, Bloomberg Vault Surveillance @Bloomberg

October 2014 - November 2015

- Product Owner for Bloomberg Vault Surveillance, the communications monitoring and auditing tool for the Bloomberg Terminal (MCMP, BVTP)
- Implemented technology and policies to capture communications to prevent Market Abuse, Insider Trading, Harassment, and Data Loss
- Coordinated a team working on the latest and greatest technology stack including Scala, Play, Accumulo, & Akka running on a Mesos infrastructure
- Worked with Compliance and Security Officers to ensure the data integrity of our clients, and the Bloomberg Terminal

Product Manager, Rackspace

August 2011 - October 2014

Repose

- Product Owner for Repose, an Open Source API Middleware Platform to handle Rackspace/OpenStack API Security, Rate Limiting, Content Normalization and more
- Defined the product strategy, roadmap, user stories, KPIs, and priorities
- Presented [Repose, the Openstack API Filter](#) at OpenStack Atlanta
- Improved Net Promoter Score by 40% by revamping documentation, and simplifying product support processes

Autoscale

- Product Owner for [Rackspace Autoscale](#), an API to dynamically scale cloud infrastructure based on monitoring alerts
- Developed Autoscale from initial vision to released product
- Defined the product strategy, roadmap, user stories, KPIs, and priorities
- 300,000+ new servers created by Autoscale since launch as of 2014
- Restructured our product to [integrate](#) with [OpenStack HEAT](#)
- Built the office [Keerator](#)

Skills

Product Management

- Product and Project Management
- Mentor to other Product Managers with The Product Mentor group
- Scrum Alliance Certified Agile Product Owner (CSPO) and Scrum Master (CSM)
- Product roadmapping, business development, and cost estimation
- Atlassian JIRA/Confluence Trainer and Administrator
- Presentation, sales, and consulting

Education

Economics @[San Francisco State University](#) Spring 2009

Volunteer

Mentor in [The Product Mentor](#) program, associated with [The Product Group](#).

- Recognized with the [Outstanding Product Mentor Award](#).
- Presented:
 - [Managing Technical Debt](#) (July 17, 2016)
 - [How to Interview a Product Manager](#) (February 7, 2016)
 - [Inheriting a Project](#) (July 8, 2015)

Founded the [Code for America San Francisco Brigade](#).

- Reformed the way San Francisco Citizens [get access to financial services](#).
- Brought the [City Administrative Code](#) online.
- Created new ways to [visualize the San Francisco City Budget](#).

[Camp Counselor](#) at [Camp Okizu](#), a summer camp for children with cancer, and their families.

Raised \$4000 and rode the [2014 AIDS Lifecycle Ride](#) 545 Miles from San Francisco to Los Angeles.