

# Felix Sargent

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OAKLAND, CALIFORNIA



## Experience

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### Director of Engineering @ [MediaMath](#)

November 2016 - In Progress

- Managed three teams of engineers supporting our Campaign Management product
- Lead teams with a philosophy of Servant Leadership, "little a" agile, and fostering a culture of inclusiveness and discourse
- Oversaw refurbishment of legacy Perl application
- Orchestrated the migration of legacy Perl monolith to Kubernetes, revamping our testing and deployment environments, and moving to CI/CD
- Coordinated teams to extract Authentication, Authorization and User services into microservice APIs from a legacy Perl monolith. Project allowed for the rollout of OAuth2, Multi-Factor Authentication, increasing security and improving UX
- Supported SOC2 and GDPR compliance initiatives
- Coordinated teams to migrate to CQRS style Kafka flows
- Organized recruiting events to grow teams

### VP of Product @ [SeamlessDocs](#)

November 2015 - November 2016

- 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 the 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 by 90%
- Developed process for the 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
- Re-negotiated contractual obligations with customers to reduce commitments, and align engineering roadmap with company direction

### Sr. Product Manager @ [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

- Defined the product strategy, roadmap, user stories, KPIs, and priorities
- Redefined product strategy to focus on external customers
- Enabled agile development, continuous integration, deployment, and testing
- Built the office [Keperator](#)
- Product owner for [Repose](#), the API Middleware Platform. Repose handles Authentication (Openstack Keystone), Security, Rate Limiting, and Content Normalization for nearly all Rackspace APIs
- Presented [Repose, the Openstack API Filter](#) at OpenStack 2014
- Product owner for [Rackspace Autoscale](#), an API to dynamically scale cloud infrastructure based on monitoring alerts

## Volunteering

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### Chair of the Board @ Center for Election Science

2017 - Current

- A non-profit organization dedicated to improving the way vote.
- Helped modernize the organization's website
- Recruit new board members, coordinate strategic donors, and raise grants for the organization
- Wrote Berkeley's City Council's switch to 're-weighted range voting' adds fairness to the system ([Berkeleyside](#))

### Mentor @ The Product Group

2015 - 2017

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

### Founded the San Francisco Brigade @ Code for America

2013

- Reformed the way San Francisco Citizens without bank accounts get access to financial services.
- Brought the City Administrative Code online.

## Education

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### BA Economics @ San Francisco State University

- Concentration: Game Theory
- International Relations Minor
- Varsity Debate Team