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**PROJECT MANAGEMENT | OPERATIONS MANAGEMENT | CUSTOMER SUCCESS MANAGEMENT**

Top 1% Strategy Consultant hired to solve problems at corporations and startups. Experienced in project management, product strategy, process improvement, documentation, and increasing facilitation between teams. Highly geared towards offering customers a consultative experience from discovery to implementation to renewal. Skilled in managing Developers, Designers and QA teams.

**Technical Skills**

**Software Skills**: SQL, Tableau, JIRA, Confluence, MS Project, Excel, Confluence, Slack, Basecamp, Outlook, Smartsheet, Trello, Visio

**Education**

**Master’s Degree**, Information Systems, from University of San Francisco School of Business, 2017

**Bachelor’s of Science**, in Marketing from San Jose State University

**Professional Experience**

**Engineering Operations Manager – Facebook Nov 2019 - Present**

* Managed Portal’s Operations: Vendors, SOW, Workforce, Contracts and overall [Facebook Portal](https://portal.facebook.com/) Division Budget
* Restructured 350 vendor workers for consolidation and optimization and to bring core Dev work under Facebook
* Managed critical trackers: Vendor Tracker, Vendor Worker Tracker, Budget Tracker

**Project Manager – Fortive Jan 2019 – Apr 2019**

* Directed the Commercial workstream workers , managed trackers, and reported results to divisional VP
* Facilitated different teams: Logistics, procurement, sales, bids & tenders and operations to be ready for Day 1 Go Live

**Project Manager - Xoom Apr 2018 – June 2018**

* Created a refreshed and consolidated Compliance Manual for Xoom in different regions: NA, CA, EU, APAC
* Collated, gathered and wrote specific policy and SOP documents for all relevant regions to Xoom’s business areas
* Worked cross functionally with Risk, Compliance, and Legal to gather content to write the SOP and policies for each area

**Project Manager – YML Jan 2018 – Mar 2018**

* Launched consumer banking mobile application to over 300,000 customers of a Fortune 100 firm
* Engaged in Agile iterative and incremental development and conducted daily Scrum standups for iOS/Android teams
* Worked with Development and QA to test new features & flows to reduce glitches and create a seamless customer experience
* Worked with design team to manage design’s product backlog, sprint cycle and sketching of new mobile app features

**Project Manager – Frequentz (Acquired by RF Excel) Jul 2016 – Mar 2017**

* Engaged in Agile iterative & incremental development & conducted daily SCRUM with 30 participants
* Implemented our mobile application to 20 customers **under budget by 15%,** **100% renewal rate** and **0% churn**.
* Worked with product, QA and design to build, test and mitigate glitches to offer customer best product experience
* Conducted product demonstrations to VCs / Angel Investors to secure showcase product and pitch for funding
* Reported weekly to CTO, CEO and Board member on the statuses, escalations, resolutions of all global accounts

**Project Manager – PayPal** **Jan 2015 – Mar 2015**

* Worked with Legal, Privacy, InfoSec, Seller Risk, Anti-Money Laundering to mitigate all types of risk
* Maximized the communication between the Product teams and Compliance teams for review and documentation purposes
* Facilitated the launch of **PayPal.Me** and **PayPal mobile** to millions of users while working with compliance and product teams

**Founder –** [**BayAreaGuy.com**](http://bayareaguy.com/) **Oct 2017 - Present**

* Created in depth articles and infographics on the topic of personal finance, real estate, travel and living in the Bay Area
* Authored, promoted and digitally marketed “[The Ultimate Financial eBook](https://mailchi.mp/b4e913854759/ebook)” for subscribers and readers
* Fostered engagement with users on Facebook, Instagram, Pinterest, Reddit, Quora, BayAreaGuy and WordPress