

Farhan Quasem

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Customer-Centric Agile Project Manager | EdTech Enthusiast | Product Champion

AT A GLANCE

For over 11 years, I have successfully delivered complex technical projects, built high-impact cross-functional teams, and scaled exceptional product experiences to clients across the globe.

I bring a proven track record of implementing innovative solutions and achieving stellar outcomes in several industries, including AI/ML, edtech, fintech, healthcare, and retail.

KEY COMPETENCIES

- Agile Project Management
- Product Roadmapping & Development
- Data-Driven Decision Making
- Strategic Planning
- Stakeholder Management
- Customer Success
- E-Learning & Instructional Design
- Remote & Distributed Team Leadership

TOOLS

- Atlassian Suite (JIRA, Confluence)
- Zendesk
- Salesforce
- Hubspot
- Google Workspace
- Microsoft 365
- Data Visualization: Power BI, Tableau
- Learning Management: Canvas, Docebo, Kajabi, Thinkific, Udemy, WorkdayLMS
- Project Management: Asana, ClickUp, Monday.com, Notion, Slack, Smartsheet
- Chatbot Development: Aisera, Yellow.ai

PROFESSIONAL EXPERIENCE

Lead Product Advisor

February 2023 - Present

[Dream See Do](#) | Remote

- Deliver engaging demos that underscore the unique strengths and proprietary methodologies of the DSD platform, which champions a human-centered blended learning experience.
- Conduct market research and analyze end-user feedback to gather requirements and drive the development of new product offerings and refinement of existing features.

Senior Support Operations Engineer

April 2021 - June 2023

[DataRobot](#) | Boston, MA - USA

- Collaborated with cross-functional teams to build, test, and launch 20+ operational workflows for nearly 40 globally distributed support engineers, ensuring exceptional customer experiences for the hundreds of clients using our cutting-edge AI/ML product suite.
- Provided concise weekly metrics reports to senior leadership, informing strategic decision-making and product release timelines based on essential KPIs (CSAT, ASAT, CES).

- Spearheaded the release of a comprehensive customer-facing knowledge base in Zendesk Enterprise as well as Salesforce Service Cloud, coupled with the development of a conversational AI chatbot, to drive a seamless end-to-end self-service support experience.

Project Manager

Nov 2020 - April 2021

[Digitas North America](#) | Boston, MA - USA

- Liaised with a global team of 15 designers, copywriters, and developers to ensure seamless execution of digital media marketing initiatives for Bank of America.

Digital Learning Project Manager

August 2018 - October 2020

[Valamis](#) | Boston, MA - USA

- Simultaneously led 4 distributed agile project teams comprising designers, software developers, and learning consultants, to successfully deploy tailored corporate digital learning solutions, positively impacting 15,000 learners at Boeing and Bain & Company.
- Served as the primary contact point for all North American clients, tasked with compiling data-driven recommendations from key metrics (e.g. NPS scores, survey responses) and advocating for product improvements based on perceived and reported learner impact.

Product Training & Communication Manager

August 2016 - July 2018

Candescent Health (acquired by [Envision Physician Services](#)) | Boston, MA - USA

- Built and maintained a growing knowledge base of instructional content, encompassing 40+ videos, 100+handouts, and 25 digital tutorials, for an evolving healthcare software platform supporting over 300 radiologists and nearly 1,000 ancillary medical providers.
- Crafted and distributed weekly product newsletters for an audience of 5,000+end-users.

Training Manager

June 2015 - July 2016

[Toast](#) | Boston, MA - USA

- Managed the design and deployment of Toast University (now Toast Classroom), a comprehensive corporate training platform catering to thousands in the restaurant industry.
- Supervised a team of 4 content creators to scale the blended learning ecosystem to include 50+ video modules, 30+ e-learning, and dozens of web-based interactive tutorials, initially on the Docebo LMS, but eventually a custom solution powered by Hubspot.

Project Manager/Implementation Consultant

March 2012 - October 2013

[Epic Systems](#) | Madison, WI - USA

- Served as the primary customer contact and agile project manager for the 18-month implementations of electronic medical record (EMR) software (OpTime and Anesthesia) at the University of Michigan as well as the King's Daughters Medical Center in Ashland, KY.

EDUCATION

Harvard University | Graduate School of Education

Cambridge, MA - USA

Masters in Education (Ed. M.) in Technology, Innovation, and Education

May 2015

Cornell University | College of Arts and Sciences

Ithaca, NY - USA

Bachelor of Arts (B.A.) in Biological Sciences and History (Dual Major)

May 2011