Farhan Quasem

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At a Glance: I bring 10 years of experience managing sophisticated digital projects, implementing robust learning solutions, building high-impact teams, and fostering sustainable relationships with global clients in multiple industries (education, finance, and healthcare).

IMPACT IN NUMBERS

Designed

500 + eLearning Assets

Influenced

25,000 + End-Users

Led Teams

Across 8 Countries

Successfully Managed

27 Digital Projects

EDUCATION

Harvard University | Cambridge, MA
Ed. M. – Technology, Innovation, and Education
Graduated May 2015

Cornell University | Ithaca, NY
B.A. - Biological Sciences, History
Graduated May 2011

EXPERIENCE

DataRobot

Senior Support Operations Engineer | Boston, MA   April 2021 - Present

- Develop, curate, and deploy effective training programs for internal field teams and external partners to best facilitate the DataRobot platform

Digitas

Manager, Project Management | Boston, MA   November 2020 – April 2021

- Lead cross-capability digital media and advertising projects within the GroupeConnect division, delivering audience-centered, data-driven solutions for Bank of America on a quarterly basis

VALAMIS

Project Manager, Digital Learning | Boston, MA   August 2018 – October 2020

- Directed the software implementations (kickoff through go-live) of 5 customized e-learning platforms for multinational clients (Boeing, Bain & Company, NASA), impacting 20,000 end-users in the Americas
- Liaised daily with distributed teams of nearly 60 designers, developers, testers, and learning consultants
- Leveraged agile and SCRUM methodologies to identify and scale best practices across the company

CANDESCENT HEALTH®   Envision PHYSICIAN SERVICES

Product Training & Communication Manager | Boston, MA   August 2016 – July 2018

- Designed and deployed a comprehensive e-learning solution with dozens of videos, blogs, and tutorials
- Delivered customized client training (~ 10 webinars/month) in both "train the trainer" and direct-to-user models for hundreds of radiologists, radiologic technologists, and administrators nationwide

toast

Training Manager | Boston, MA   June 2015 – July 2016

- Managed a team of 3 content experts in the growth, development, and upkeep of a custom e-learning portal which housed 50 video modules, 35 interactive tutorials, and 12 web-based walkthroughs
- Designed and deployed both customer-facing and internal-only training solutions at a rapidly growing software startup with 200 employees and nearly 2,000 clients nationwide
- Recognized in 2016 by *Merchant Maverick* as an online training trendsetter in the restaurant POS space

Epic

Project Manager | Madison, WI   March 2012 – October 2013

- Led the deployment of multi-million dollar healthcare software apps at the University of Michigan and King's Daughters Medical Center through the full product life cycle (kickoff through go-live)
- Supervised teams of over 20 consultants to drive project goals on-time and within budget