

# Farhan Quasem

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## AT A GLANCE

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12 years of expertise building and scaling learning products across finance, higher education, AI/ML, healthcare, and hospitality. Skilled at implementing data-driven strategies and leading cross-functional teams to deliver transformative solutions that inspire and delight end-users.

## KEY COMPETENCIES

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- SaaS Agile Project Management
- Product Roadmapping & Development
- Data-Driven Decision Making
- Stakeholder Management
- Enterprise Customer Success
- E-Learning & Instructional Design

## TOOLS

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

## PROFESSIONAL EXPERIENCE

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### Learning & Development Program Manager

November 2024 - Present

[Harvard University](#) | Cambridge, MA, USA

- Spearheading the development of a strategic training framework for 200 IT Client Services staff members by conducting needs assessments, gap analyses, and engaging dozens of stakeholders across the organization.

### Lead Product Advisor

February 2023 - October 2024

[Dream See Do](#) | Remote

- Act as the primary customer contact for sales, onboarding, and product success, supporting the growth of 25 blended learning ecosystems across North America, achieving 15% improvement in course completion rates through tailored onboarding strategies.
- Conduct market research and analyze both qualitative and quantitative end-user feedback (via NPS scores, completion rates, and biweekly surveys) to gather requirements and drive the development of new product offerings as well as the refinement of existing features.

### Senior Support Operations Engineer

April 2021 - June 2023

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

- Developed and launched 20+ workflows for 40 global support engineers, enhancing customer experiences for hundreds of AI/ML clients.

- Provided concise weekly metrics reports to senior leadership, informing strategic decision-making and product release timelines based on essential KPIs (CSAT, ASAT, CES).
- Led the creation of a customer-facing knowledge base in Zendesk Enterprise and Salesforce Service Cloud, leveraging the KCS framework and conversational AI to deliver seamless self-service support, reducing inbound ticket volume by 33% in 9 months.

**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 for over 15,000 learners at Boeing and Bain & Company.

**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.

**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-learnings, and dozens of web-based interactive tutorials.

**Project Manager/Implementation Consultant**

**March 2012 - October 2013**

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

- Agile project manager for the 18-month implementations of electronic medical record (EMR) software (OpTime and Anesthesia) at the University of Michigan and major global hospitals.

**EDUCATION**

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**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

**PROFESSIONAL MEMBERSHIPS**

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[ATD Greater Boston](#)

**January 2025 - Present**

Vice President of Memberships