

Sarah Johnson

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SUMMARY

Accomplished engineering leader with 6+ years of experience at the intersection of AI, payments, and developer tooling. Proven success in architecting scalable backend and full-stack solutions, leading cross-functional teams, and driving technical direction in highly ambiguous, fast-paced startup environments. Adept at system design, integrating with modern AI providers, and building payments infrastructure to support cutting-edge products.

EXPERIENCE

Senior Product Manager, Azure DevOps & AI Platform 03/2021 – Present
Microsoft • microsoft.com Redmond, WA

- Drove architecture and technical direction for AI-powered developer and payments tooling products serving enterprise customers globally.
- Led a cross-functional team of 12 engineers/designers to launch 3 full-stack features, generating \$2M in new annual revenue and increasing enterprise adoption by 35%.
- Built and integrated cloud-native APIs between Azure DevOps, AI model providers (OpenAI, Azure Cognitive), and third-party payment systems.
- Oversaw system design and implementation of scalable backend services, processing 10K+ transactions per day with 99.99% uptime.
- Partnered with product, sales, and customer teams, including forward-deployed technical support for sales development and large client onboarding.
- Championed a culture of experimentation with AI-driven workflows and modern developer tools.

Product Manager, Payments & Seller Infrastructure 06/2018 – 02/2021
Amazon • amazon.com Seattle, WA

- Owned full-stack development and lifecycle of merchant-facing payments solutions and infrastructure, serving 100K+ global sellers.
- Collaborated with engineering teams to design RESTful APIs and backend systems for payments processing, reducing failed transaction rates by 18%.
- Worked with AI/ML teams to launch automated fraud detection models, decreasing support tickets by 25%.
- Improved merchant satisfaction score from 3.2 to 4.5 stars via modern, customer-centric UX and developer documentation.
- Drove cross-team technical alignment, leading design reviews and product roadmaps across developer and infrastructure tools groups.

TECHNICAL & LEADERSHIP SKILLS

Programming & Backend: SQL, Python, RESTful APIs, Payments Systems, Cloud (Azure, AWS), API Design, Microservices Architecture, System Design, Data Analysis

Full-Stack: Figma, Sketch, Modern Web UI/UX, Wireframing, Agile & Scrum

AI/Developer Tools: OpenAI APIs, Azure Cognitive Services, Product Analytics (Mixpanel, Amplitude, Google Analytics)

Other: Cross-functional Leadership, Stakeholder Management, User Research, Strategic Planning, Experimentation, English (Native), Spanish (Conversational)

PROJECTS & RECOGNITION

Internal Prioritization Tool: Built and deployed tool for product prioritization used by 50+ PMs, improving cross-team efficiency.

Open Source PM Framework: Authored a product management framework garnering 1,000+ GitHub stars.

Awards: Product Manager of the Year, Microsoft (2023); Innovation Award, Amazon (2020)

Certifications: Certified Scrum Product Owner (CSPO); Google Analytics Individual Qualification

EDUCATION

MBA in Technology Management • Stanford Graduate School of Business • Stanford, CA • 2018 • GPA: 3.9/4.0

B.S. in Computer Science • University of Texas at Austin • Austin, TX • 2016 • GPA: 3.7/4.0