

ABHAY M. SAWHNEY

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UX Product Manager with expertise in cloud, storage, and networking. Passionate about creating delightful experiences.

US citizen, fully work authorized.

SKILLS

TECHNOLOGY: Cloud, Storage, Machine Learning, Networking, PowerBI, Kubernetes, C++, Python, Kusto

BUSINESS: Systems Thinking, Marketing, Public Speaking, Event Organization, Data-Driven Decisions, Excel

DESIGN: Human-Centered Design, Customer Research, User Journey Mapping, Figma, Photoshop

EXPERIENCE

2021-PRESENT • PRODUCT MANAGER • MICROSOFT (AZURE PORTAL)

- Launched File Sync Copilot, an AI-powered troubleshooting assistant, reducing **customer support costs by 20%** through intuitive self-serve guidance and automation for common sync errors.
- Redesigned Azure Files provisioning flow to boost cost transparency and management ease, **exceeding 1 PiB provisioning target by 50%** and aligning UX with other storage products to reduce customer friction.
- Drove release planning for Elastic SAN, tripling deployments from **375 TB to 1.2 PB** in 3 months.
- Streamlined semester planning across storage teams by building shared ADO templates/queries and cross-org communications, reducing backlog churn and **saving 3 weeks of team bandwidth** every semester.
- Led **Networking UX standardization for 100+ extensions** behind a shared framework, navigating conflict through cross-team alignment and iterative design proposals adopted across the Portal.
- Spearheaded philanthropic initiatives, organizing Give Month campaigns that raised **\$500K+ for children's hospitals and housing equity**, with recognition from VP leadership for cultural impact.

2019-2020 • PRODUCT MARKETING INTERN • AUTOMATION ANYWHERE

- Scaled developer ecosystem organically, growing from **300 to 2500+ developers** deploying on our platform.
- Launched meetups to grow the community in **32 cities**, tailoring engagement strategies for each region.
- Developed key messaging to drive product adoption with developers, leading our booth at **Oracle Code One** and hosting a hands-on workshop at UC Davis with **60+ students**.

2018 • MACHINE LEARNING INTERN • SCIENAPTIC SYSTEMS

- Identified pain points of Big 4 credit card firm. Built an ML model that **cut their credit losses by 30%**.

2017 • BUSINESS CHANGE & IT INTERN • ZURICH INSURANCE NORTH AMERICA

- Delivered Proof of Concept for new Hadoop architecture with supporting documentation.

2016 • FULL STACK DEVELOPMENT INTERN • AUTHBRIDGE RESEARCH SERVICES

- Built website with MySQL/PHP to replace Excel-based recordkeeping, **reducing manual data entry by 60%**.

2015 • WEB DESIGN & CONTENT INTERN • LEANOPSYS BUSINESS CONSULTANTS

- Redesigned company website and rewrote content, **increasing website traffic by 60%**.

EDUCATION

University of Washington, Seattle

M.S. IN HUMAN CENTERED DESIGN & ENGINEERING • CLASS OF 2028

- Part-time student, 3.9 GPA. A's in *User-Centered Design* and *Usability Studies*

University of California, Davis

B.S. IN COMPUTER SCIENCE & TECH MANAGEMENT • CLASS OF 2020

- Events Chair of CS club, "Byte" (mentor) for 6 CS club members. Tutor in CS Department