Adebisi Thompson

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Education

Georgia Institute of Technology   Atlanta, GA
Bachelor of Science in Computer Science   Aug 2016 – May 2020

Skills

Technical Skills Python, Azure Data Explorer, Restful Webs Services

Certifications   Azure Fundamental (AZ-900), Microsoft 365 Fundamentals (MS-900)

Experience

Microsoft   Seattle,, WA
Program Manager   Mar 2021 – Present

- Manage 16 engineering teams feedback triaging process that improved triaged feedback percentage from 20% to 98% in 6 months
- Created Visual Studio Online dashboard to provide teams' visibility that tracked 14,000+ feedbacks for Windows 11 release
- Implemented 32 automation rules in C# to improve efficiency of triaging process for engineers
- Coordinate feedback loop between external and internal stakeholders for OS bugs and fixes to improve overall Windows experience

Customer Success Account Manager   Jul 2020 – Mar 2021

- Spearheaded account planning by identifying customers' priorities and managing tactical initiatives to accelerate customer value
- Partnered with account team to create programs aligned to customers' goals and drive adoption of Microsoft services
- Headed 1:1 weekly Q&A sessions to educate team on achieving core priority metric and increased metric by 17.6% in 2 months
- Lead monthly customer review meetings on service contracts and programs to gain alignment and present business value
- Orchestrated meetings between customers and Microsoft product SMEs to address knowledge gaps, and ensure optimum product value-realization

Georgia Tech College of Computing   Atlanta, GA
Teaching Assistant   Jan 2020 – May 2020

- Tracked 30 CS project teams to ensure on-time submission of deliverables, and assisted in identifying and removing gaps
- Investigated 23 software intellectual property litigations to expand future course curriculum and implications of software IP

J.P. Morgan Chase   New York, NY
Summer Analyst   Jun 2019 – Aug 2019

- Utilized Visio and Excel to create 12 mappings and presented project to 5 senior directors to showcase improvements in process
- Directed meetings to guide users through updated financial reporting application & ensure execution of quarter-end deliverables

Bank of America   New York, NY
Software Development Intern   Jun 2018 – Aug 2018

- Created financial reporting chatbot with Python and in-house machine learning framework to bypass previous slow data filtering processes and streamline over 10,000 rows of auto-updating financial data into one source
- Developed integration layer between chatbot and data source with Python RESTful web services in Agile environment

Projects

LIQD   Remote, USA
User Researcher, Microsoft Career Experience Platform   Feb 2021 – Jun 2021

- Conducted user surveys and customer interviews to understand key pain points and plan and prioritize features to improve platform

Let's Play ATL   Atlanta, GA
Android + iOS App   Auge 2019 – Déc.
2019

- Developed cross-platform mobile app in Dart language and Flutter framework to increase community engagement in Atlanta

Doi   Atlanta, GA
JavaScript High Fidelity Prototype   Aug 2018 – Dec 2018

- Built gaming web application for Pre-K students to increase phonemic awareness through music education
- Conducted multiple design reviews and implemented user testing in classroom environment to create final prototype in JavaScript

Activities

Blacks At Microsoft, Mentor   Jun 2021 – Aug 2021

- Mentored 4 summer interns on a weekly basis to discuss experience at Microsoft and internship progression

Microsoft Tech Resilience Program, Mentor   Mar 2021 – May 2021

- Mentored 16 computer science students on a weekly basis to share personal experiences and methods to help students feel more included in tech