

Experience

Program Manager II 2017 - Present

Microsoft Azure, Availability

Redmond, WA

Led cross-Microsoft efforts (50+ engineers) across hardware and software stacks to **improve Azure-wide VM availability by 72%**

Developed global correlation engine to diagnose customer impacting events and **decrease fleetwide regressions by 36%**

Built automated machine-learning pipelines to identify, diagnose customer issues **improving detection, resolution time by 70%**

Implemented Azure-wide pre-production A/B testing pipeline to **improve fleetwide performance and availability by 50%**

Created program to quantify, instrument, and correlate events, **decreasing churn, improving platform unknowns by 78%**

Managed and resolved **\$10-50 million dollar customer escalations** including global VM availability and performance crises (Sev. 0s)

Led org-wide Work-Life Balance and Culture workstreams to **improve inclusion, productivity, and morale**

Program Manager 2015 - 2016

Microsoft Azure, Deployment

Redmond, WA

Designed product specs, mockups, and implemented Azure deployment metric pipelines **used by over 200 services**

Worked cross-team to design, code, and implement continuous integration extensions for Visual Studio, Azure Portal, and Jenkins

Co-founded a **30-member intern team** to overhaul Microsoft sustainability initiatives

Product Manager Winter 2016

Complete Solar

San Mateo, CA

Planned and designed installation tracker system **increasing online user adoption by 80%**

Created and managed end-to-end automated customer engagement program resulting in a **25% click-through rate**

Coded solar installation locator page and email campaign **boosting site traffic by 40%**

Product Developer 2013 - 2014

NexJ Systems

Toronto, Canada

Researched, designed UI/UX, and generated product specifications for an e-prescribing feature projected to **increase revenue by \$2,000,000**

Audited existing processes, implementing changes to **save 2,400 hours yearly**

Skills & Education

Product, Design, Analytics, ML, Optimization, UI/UX

Languages: C++, Java, SQL, MATLAB

Web: HTML, CSS, JavaScript, jQuery

Graphics: InDesign, Photoshop, Illustrator

BASc, Systems Design Engineering with Distinction, University of Waterloo 2017

Mechanical and Aerospace Engineering

Exchange Term, NTU Singapore 2016

Projects

🔗 Hack The North: Fruit Salad

Distributed cloud computing platform that exchanges computing power for internet access

🔗 GLHF Magazine

Founded and managed the largest eSports magazine in the world with **over 1,000,000 reads**

🔗 Contour

A service and browser extension that captures a user's body measurements for online shopping

🔗 KeyPosture

A product that monitors and optimizes a pianist's form in real-time to reduce injury

Leadership

MSFT Intern Leader, Director (2018, 2019)

Planned & managed summer for **2500 interns and 150 full-time volunteers**

Academic Representative (2014 - 2017)

Elected faculty liaison, planned **events for 250+ students** across department

Microsatellite Business Lead (2014 - 2015)

Led sponsorships, created/managed online presence, **raised \$25K+ for launch**

Orientation Leader, Director (2013, 2014)

Managed orientation for **1000+ first years**

Accomplishments

2nd place National Eng. Debates (2017)

1st place Ontario Eng. Debates (2017)

Microsoft Intern Ambassador (2016, 2017)

1st place Waterloo Eng. Debates (2015, 2016)

Top 10% of Class (2014)

NexJ Co-op of the Year (2013, 2014)

Sanford Fleming Jr. Design Award (2013, 2014)