

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)