

# JOHN LIAN

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## EXPERIENCE

### MICROSOFT

REDMOND, WA

#### Senior Program Manager - Azure IoT Hub

2021 - Present

#### Program Manager II - Azure IoT Hub

2018 - 2021

- Drove development for IoT Hub security features between engineering, central security, design, sales, and support.
  - Shipped features like VNet support, new version of IP firewall, and ECC certificate support.
  - Established customer migration plans for 4 security-driven deprecations, resulting in zero escalations.
- Built up the technical foundation and aligned team culture for IoT Hub supportability.
  - Shipped more than 20 features for customer diagnostics (metrics, logs, and self-help experiences) and support tooling, increasing both rate of case deflection and support tooling usage over 100%.
  - Evangelized the importance of support culture with the IoT Hub team and the larger Azure IoT organization, resulting in better error messages, increased support tooling satisfaction, and lower engineer time per incident.
  - As a result, customers consistently rate IoT Hub as a top 3 service for best Azure support.
- Provided mentoring and technical guidance to 3 teammates on a weekly basis.

#### Program Manager - Azure Commercial Experiences

2016 - 2018

- Drove design and specification across Azure and Universal Store to deliver features for 500K MAU.
  - Shipped global features like payment method management, subscription transfer, subscription tenant change, and subscription upgrade with support plan option.
  - Initiated 5 data-driven user and support data analysis projects to deliver roadmap clarity for engineering and leadership.
- Developed hundreds of self-help and documentation improvements, resulting in over \$500K in annual support cost savings through case deflection.
- Enabled Azure signup and payment in new clouds (Azure USGov and Azure Germany) and regions (China and India) while ensuring compliance with local requirements, unblocking \$100million+ worth of business.

### PLEIADES ROBOTICS

MONTREAL, QC

#### Robotics Engineer

2015 - 2016

- Developed autonomous flight programs using Dronekit, resulting in two successful demos.

### YOUTH FUSION & FIRST ROBOTICS QUÉBEC

MONTREAL, QC

#### Founding Mentor & Lead Coordinator - Team 4955

2013 - 2015

- Led a team of 40 into their first entrance to FIRST Robotics Competition, winning the \$7,000 FRC Rookie Grant.
- Drove development, priorities, and budget of two robots through to completion - each within 6 weeks.
- Implemented sustainability strategies and recruited 10 volunteer mentors, achieving 100% return rate in year 2.

## EDUCATION

### MCGILL UNIVERSITY

MONTREAL, QC

#### Honors Mechanical Engineering - GPA: 3.59/4.00

2010 - 2015

- J. W. McConnell Scholarship, Richard Lawrence Weldon Scholarship, & Faculty of Engineering Scholarship.
- Thesis ([PDF](#)): designed and built a device for levitating a chain of magnets with SolidWorks, laser cutting, and machining. Developed computer vision magnet tracking and magnet interaction simulation systems using MATLAB.