

JOHN LIAN

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EXPERIENCE

SENIOR PROGRAM MANAGER

REDMOND, WA

Microsoft - Azure IoT Hub

Apr 2018 - Present

- Customer security features:
 - Shipped F500-grade features like private link, managed identity, new version of IP firewall, and ECC cert support.
 - Drove cross-functional collaboration between engineering, Azure central security, design, sales, support, and marketing to ensure smooth release and compliance.
- Diagnostics and supportability:
 - Built up the foundation for IoT Hub diagnostics for both customers and internal support.
 - Designed and shipped dozens of improvements to customer diagnostics (metrics, logs, and self-help experiences) and support tooling, more than doubling rate of case deflection and support tooling usage.
 - Based on customer rating, IoT Hub is consistently in the top 3 services for best Azure support as a result.
- Mentor teammates: provide technical guidance to 3 newer teammates on a weekly basis.

PROGRAM MANAGER

REDMOND, WA

Microsoft - Azure Commercial Experiences

July 2016 - Apr 2018

- Azure subscription management and billing:
 - Drove design and specification across engineering and Universal Store to deliver features for 500K MAU.
 - Designed around platform and local constraints to deliver global features like payment method management, subscription transfer and tenant change, subscription upgrade with support plan option.
 - Initiated several data-driven user and support data analysis projects to deliver roadmap clarity for engineering and leadership.
- Azure in national clouds:
 - Drove and launched web-direct signup experiences in Azure USGov and Azure Germany while ensuring compliance with cloud-specific requirements.
 - Delivered public Azure web-direct signup in China to unblock a \$10million+ business.
- Supportability for Azure billing: created hundreds of self-help and documentation improvements, resulting in over \$500K in annual support cost savings through case deflection.

ROBOTICS ENGINEER

MONTREAL, QC

Pleiades Robotics

July 2015 - Mar 2016

- Designed and developed autonomous flight programs using Dronekit, resulting in two successful demos.

FOUNDER & LEAD COORDINATOR

MONTREAL, QC

FIRST Robotics Competition, Team 4955

Sept 2013 - Apr 2015

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

EDUCATION

BACHELOR OF ENGINEERING - HONORS MECHANICAL ENGINEERING

MONTREAL, QC

McGill University, 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 magnets with SolidWorks, laser cutting, and machining. Developed computer vision magnet tracking and magnet interaction simulation systems using MATLAB.