

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 Fortune 500 features like private link, managed identity, new version of IP firewall, and ECC certificate support.
 - Established communication and migration plans for 4 security-driven feature retirements, resulting 0 customer escalations.
- Built up the foundation for IoT Hub diagnostics for both customers and internal support.
 - 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%.
 - 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 and tenant change, 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 individuals 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.