Mariana Frangos

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PROFESSIONAL SUMMARY

Product Manager with a background in Machine Learning and AI, known for translating technical insights into high-impact product strategy. Recently led efforts to improve reliability in cloud infrastructure by defining baseline observability metrics for throttling-related outages. Passionate about the intersection of research and product, with a proven ability to align experimental technologies with real-world business needs. Strong in cross-functional collaboration, customer empathy, and driving technical initiatives from vision to execution.

EXPERIENCE

MICROSOFT

Product Manager I (Level 60) on the Azure Throttling Solutions (ATS) team in Health + Standards   **Sept 2023 – Present**

- Drove efforts to quantify and categorize throttling-related outages by querying Microsoft's incident database with Kusto and using LLMs to extract insights at scale. Visualized trends in Power BI. Established baseline metrics to inform product key results (KRs) and support data-driven prioritization aimed at reducing customer-impacting incidents and improving service reliability.
- Led development of a new Resource Provider to serve as the control plane for integrating aggregated rate-limiting technology across Microsoft proxies, as part of a broader initiative to standardize protection against DDoS attacks.
- Defined the end-to-end user experience for a company-wide initiative to standardize DDoS protection across Microsoft, partnering with internal proxy teams to gather requirements and ensure solution alignment with real-world scenarios.
- Managed the backlog of the Native AOT Client we are building for our partner team, Café. Held weekly syncs between our teams to ensure accountability, and reporting weekly progress to stakeholders.
- Investigated our current customer onboarding process, policy management process, and our service's SLOs and SLIs with surveys and customer interviews. Wrote specs for each of these three topics on how each can be improved, and defined next steps for optimizing them.

Product Manager Intern   **Summer 2022**

- Defined the vision and north star for the future of a cloud-based manufacturing and device-provisioning platform for OEM and Enterprise customers.

Explore Intern   **Summer 2021**

- Identified key performance pain points users face in Visual Studio and designing and implementing a notification system within Visual Studio that informs users of their performance issues and gives tips on how to fix these issues.

SKILLS, CERTIFICATIONS, & AWARDS

PM Star for Dilithium [Dt]   **Awarded Nov 2024**

- One of five PMs in Health + Standards recognized for efforts, achievements, and contributions to the H+S vision, strategy, and culture.

Microsoft Certified: AZ-900 Microsoft Azure Fundamentals   **Completed Nov 2023**

Customer Driven Engineering Workshop   **Completed Jan 2024**

- Worked closely with our engineers to validate that the Resource Provider was what our customers needed. Learned the basics of how to build and design products putting our customers' needs first.

Microsoft D&I Learning Basics Path and Microsoft D&I Informed Allies Quest   **Completed April, Nov 2024**

Data Analytics & Data-Driven Decision Making

- Evaluated and made changes to our service's SLOs/SLIs, our policy configuration process, our customer onboarding process, and our service's naming conventions based on data I gathered from surveys, external research, and customer interviews

Presentation & Communication

- Presented results of Customer Engineering Workshop to our VPs and took a multi-day private course on presentation skills with Richard Klees

Programming Languages: C, C#, C++, Java, JavaScript, KQL, MySQL, Python, R, Scala, SQL
Other Skills: Azure DevOps, Excel, Figma, Jupyter Notebooks, Miro, Postman, Power Bi, PyTorch, SharePoint

EDUCATION

STANFORD UNIVERSITY, Palo Alto, CA   **Sept 2019 – June 2023**

Bachelor of Science – Mathematical and Computational Science, Minor – Economics

- Graduated with Honors, GPA: 3.792/4.0

INTERESTS & LEADERSHIP

SKY Team Morale Champion   **Nov 2024 – Present**

- Organize morale events for the SKY PM and Dev teams

Health + Standards Early in Career Leadership Team   **Oct 2023 – Present**

- Organize and plan events for the H+S EiC community, such as a slime-making volunteer event for children at St. Jude's (Oct 2023), Paint Night (Feb 2024), tours of the CCC (May 2024), and a Happy Hour at Tapster (Feb 2025)
- Volunteer and plan events for the AEPIC community, such as working the check-in booth at the AEPIC Signature Event (Sept 2024) and planning the AEPIC Holiday Party (Dec 2024)

Health + Standards Women's Allyship Initiative   **May 2024 – Nov 2024**

- Served as a mentor to someone who strived to be a better ally to women. Met with him every other week to discuss common issues that women face in the workplace and actions that he could take to become a better ally.