**Peter Baumgartner**Mission Viejo, CA · p.l.baumgartner@gmail.com · 206.518.3344 · [LinkedIn](https://www.linkedin.com/in/peter-baumgartner-b0094a49/)

### **Summary**

Senior Program Manager with 10+ years driving product strategy, shipping scalable automation systems, and leading cross-functional teams at Microsoft. Expertise in launching AI-driven user experiences, significantly reducing operational costs, and ensuring measurable impact. Proven record aligning engineering, product, design, and data teams to deliver high-quality products iteratively in agile environments.

### **Key Skills**

**Product & Program Management:** Product roadmapping and strategy, agile/Scrum execution, feature definition and prioritization, end-to-end product shipping, OKR planning and measurement, risk and dependency management

**Technical Expertise:** AI integration (LLM-based content analysis and RAG, automation systems), automation and workflow optimization (Power Automate, Python), data analysis and experimentation (A/B testing, metrics-driven decisions), Azure DevOps and CI/CD pipelines, enterprise CMS and content governance (SharePoint, XML, HTML)

**Leadership & Communication:** Cross-functional team leadership, executive stakeholder alignment and communication, vendor management and partnership oversight, workshop facilitation and process documentation, strategic onboarding and team enablement

### **Experience**

**Senior Content Program Manager – Microsoft Corporation***Redmond, WA / Remote — 2016 to 2025*Led content strategy and program management for Microsoft 365 help and learning content, focusing on improving customer self-service through innovative content solutions and automation. Responsible for strategy, roadmap, and cross-functional team leadership.

* Spearheaded the development and launch of an AI-powered micro-tutorial video creation system that reduced video production time and cost by 100x. Delivered 100+ automated help videos with positive user feedback.
* Implemented content validation systems and governance frameworks, improving verified content accuracy from 50-90% and retiring thousands of outdated pages through detection and update pipelines ensuring authoritative and accurate content.
* Led strategic initiatives for content classification and quality checks across 80k help and training articles, improving content targeting and reducing manual effort. Partnered with data science and engineering teams to deploy ML models for content analysis.
* Managed cross-functional teams of engineers, designers, and analysts. Mentored junior PMs, introduced streamlined workflows and OKR tracking, and secured executive buy-in through effective stakeholder engagement.

**Sales Engineer – Wave Broadband***Kirkland, WA — 2015 to 2016*Provided technical pre-sales support and custom network solution design.

* Designed and presented network solutions (fiber, VoIP, MPLS) tailored to client needs. Helped close a multi-year school district contract that exceeded revenue targets.
* Acted as liaison between sales, engineering, and operations. Coordinated pilot installations and resolved technical issues, earning a reputation for reliable technical leadership.
* Improved proposal win rates through detailed technical documentation and translation of features into business value for enterprise RFPs.

**Technical Writer / Content Developer – Steyer Associates (Contract at Microsoft)***Redmond, WA — 2014 to 2015*Supported Office 365 documentation for small business and admin users.

* Created dozens of support articles and FAQs adhering to Microsoft style guidelines. Recognized for rapid domain ramp-up and consistent delivery under tight deadlines.
* Aligned documentation with feature launches by working directly with engineers and PMs. Helped lead a content refresh that improved satisfaction scores.

**Supervisor, Network Operations Repair – WCI***2012 to 2014*Managed 4-person network and telephony support team. Reduced repeat incidents by 20% via problem-prevention processes. Improved time-to-resolution by 15%.