JOHN LIAN

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EXPERIENCE

MICROSOFT   SEATTLE, WA

Senior Product Manager - Azure IoT   **2021 - Present**

- Lead product management for Azure IoT MQ from concept to public preview.
    - Designed key experiences including access control, cloud connectors, and integration with Azure/Entra.
    - Led market analysis and competitive research, securing internal alignment and funding.
    - Established a product website and associated systems, successfully scaling them for adoption across the entire Azure IoT Operations organization. Recognized as the new organization-wide best practice for private previews.
- Enhanced IoT Edge's security framework by implementing automatic certificate management in partnership with GlobalSign, ensuring production-readiness and addressing industrial ISA-95 scenarios with nested edge.

Product Manager II - Azure IoT   **2018 - 2021**

- Drove development for IoT Hub security features between engineering, central security, design, sales, and support.
    - Shipped Azure RBAC integration, VNet support, and a new version of IP firewall.
    - 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%.
    - Customers consistently rated IoT Hub as a top 3 service for best Azure support.
- Provided mentoring and technical guidance to 3 teammates on a weekly basis.

Product 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.
- Developed support improvements, resulting in over $500K in annual cost savings through case deflection.
- Enabled Azure signup and payment in new clouds (Azure USGov and Azure Germany) and regions (China an 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.
- 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.