

HEET RAJESH PALOD

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WORK EXPERIENCE

Microsoft Corporation

Redmond, WA

Product Manager 2

Jul 2021 – Present

Fraud & Abuse Management, Windows 365

- Pioneered fraud and abuse mitigation for Microsoft's DaaS (Desktop-as-a-service) platform, Windows 365, delivering **\$5.3M+** in COGS savings through tenant risk scoring, dynamic provisioning, and abuse signal integration.
- Led 0→1 development of proactive defense strategies across all product tiers, collaborating with cross-functional teams, stakeholders, and customers to safeguard platform integrity and scale trust.

GPU Cloud PCs, Windows 365

- Spearheaded iGPU Cloud PC strategy & roadmap, scaling 1→n innovation across SKU tiering and system integration with NVIDIA, AMD, Azure, Windows to enable GPU rendering for mainstream workloads and reduce COGS—positioning Windows 365 as a scalable, high-performance DaaS solution.

Capacity Management (Planning & Operations), Microsoft AI

- Led the 0→1 product charter for capacity demand and allocation across Microsoft AI's **\$1.4B** cloud compute & storage budget, optimizing capacity utilization for Bing, Copilot, MSN, Ads, Maps and Edge, resulting in a consistent **15-18% QoQ** increase in search and advertising ex-TAC revenue, and supporting **20% YoY DAU** growth.
- Spearheaded cross-functional collaboration with engineering, finance, product, and operations teams, reducing C-suite decision-making time for feature prioritization by **2.5x** (from 6 to 15+ decisions/hour).
- Launched features focused on improving user experience, such as capacity cost (\$) estimation tools, ROI metrics, and one-click capacity delivery, increasing user satisfaction (NSAT) by **over 9.5%**.

Bing Stability

- Reduced Time-to-Detection (TTD) for Search Engine Result Page (SERP) instability by **24x**, improving issue identification from 12 hours to just 30 minutes, enabling faster resolution of A/B test and production inconsistencies across global teams.
- Partnered with cross-functional teams to implement proactive monitoring solutions that minimized downtime, saving \$X of millions in revenue, aligning with broader business goals of enhancing user experience and reducing operational costs.

E2E Bing Performance

- Identified key performance suite metrics for goal setting, executive reporting and driving accountability across global teams to improve performance on Bing.com, MSN, and Windows feed for all geo-distributed markets & devices.
- Optimized Bing Deep Search (GPT-4) performance, cutting P75 global latency by **10%** and boosting engagement & retention.

Agile Product Leadership

- Spearheaded product planning and execution, steering three engineering teams through three & six-month development cycles, ensuring on-time delivery of key features by proactively managing risks and prioritizing high-impact initiatives.

University of Washington – School of Medicine

Seattle, WA

Senior Software Engineer

Jan 2021 – Jun 2021

- Led the development of **4+** e-Learning web applications providing a rich learning experience for **100K+** registered learners to enhance their knowledge & skills in particular domains of infectious diseases: [HIV](#), [STD](#), [Hepatitis-B](#) & [Hepatitis-C](#).

SAP Concur

Bellevue, WA

Software Development Engineer Intern

Jun 2020 – Aug 2020

- Developed a schema-on-demand data storage model, automating data handling decisions and reducing data storage requirements by **70%** using GraphQL, contributing to operational efficiency & reducing manual efforts by **over 50%**.

Xoriant Solutions Pvt. Ltd.

Mumbai, India

Software Development Engineer

Jul 2017 – Aug 2019

- Led development of a Delivery Management System, automating project health, and billing reports, saving **\$120K** annually and reducing manual efforts by **71%**.
- Transitioned SDLC from waterfall to agile methodologies, improving collaboration between engineering, UX, and QA teams.
- Led the automation of data migration processes using SQL and Java-based cron jobs, resolving inconsistencies across **140+** SAS business reports and reducing data discrepancies by **34%**.

EDUCATION

University of Washington

Seattle, WA

Master of Science in Information Management, Information School

Jun 2021

Specializations: Product Management, Business Intelligence, Data Science

University of Mumbai

Mumbai, India

Bachelor of Engineering in Computer Science, Fr. Conceicao Rodrigues Institute of Technology (FCRIT)

May 2017

Valedictorian of class 2017

SKILLS & INTERESTS

Programming:

SQL · Python · Java · HTML · CSS · PHP · JavaScript

Product Management:

Product Strategy · Pre/post Launch Planning · Customer Obsession · Critical Thinking · Feature Prioritization · Requirement Analysis · Executive Communication · Reporting · Data-driven Decision Making · Analytical Reasoning · Go-to-market Strategy · Boost Team Productivity

Interests:

Food adventuring · Keyboard · CrossFit · Badminton · Travel · Hiking · Cricket