HEET RAJESH PALOD

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WORK EXPERIENCE

Microsoft Corporation   **Redmond, WA**
Product Manager 2 | Windows 365, Microsoft AI   *Jul 2021 – Present*

Platform Trust, Fraud & Abuse Prevention - Windows 365
- Architected platform-level fraud and abuse strategy for Microsoft's Desktop-as-a-Service (*DaaS*) offering, enabling secure global scale and delivering **$5.3M+** in annual COGS savings; designed and launched tenant risk scoring, dynamic provisioning controls, and real-time signal pipelines, embedding trust into the core platform architecture.
- Led 0→1 trust capabilities across all product tiers, influencing engineering, data science, sales and operations teams to balance growth, cost, and security at scale.

GPU Cloud PCs - Cloud Compute Platform
- Owned end-to-end GPU Cloud PC platform strategy and multi-year roadmap, scaling 1→n innovation across tiered SKUs to support AI, graphics, and compute-intensive workloads.
- Drove strategic partnerships with 3P vendors like Nvidia and AMD, translating customer and ecosystem signals into hardware enablement, product requirements, and long-term platform roadmaps; defined and executed global go-to-market strategy, aligning engineering, sales, marketing, and operations across pre-launch readiness, pricing, and post-launch optimization.

Capacity Management Platform - Microsoft AI
- Founded and led the 0→1 capacity planning and allocation platform governing **$1.4B+** in AI compute and storage spend, supporting Bing, Copilot, Ads, Edge, Maps, and MSN; built systems to forecast demand, optimize utilization, and automate allocation decisions, driving **15-18%** QoQ growth in search and ads ex-TAC revenue and **20%** YoY DAU growth.
- Enabled executive-level prioritization at scale, reducing C-suite decision latency by **2.5x** (*from 6 to 15+ decisions/hour*) through data-driven tradeoff frameworks.
- Launched self-service cost estimation, ROI visibility, and one-click capacity provisioning, improving platform adoption and increasing NSAT by **9.5%+**.

Reliability & Stability - Bing Platform
- Redefined stability and observability standards for Bing's global platform, reducing Time-to-Detection by **24x** (*12 hours→30 minutes*) across A/B testing and production systems.
- Partnered with engineering to deploy proactive monitoring and alerting pipelines, preventing revenue-impacting outages and protecting **$X M+** annually while improving search engine result page (SERP) reliability and end-user experience.

Product Leadership & Org Influence
- Led product planning and execution across globally distributed engineering teams, managing 3- and 6-month development cycles, mitigating delivery risks, and consistently shipping high-impact features on schedule.

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 Corporation   **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*
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SKILLS & INTERESTS

Programming:	SQL · Python · Java · HTML · CSS · PHP · JavaScript
Product Management:	Product Strategy · Customer Obsession · User Empathy · Feature Prioritization · Pre/post Launch Planning · Quantitative Metrics (KPIs) · Executive Communication · Requirement Analysis · Data-driven Decisions · Analytical Thinking · Go-to-market Strategy · Boost Team Productivity
Interests:	Food adventuring · Keyboard · CrossFit · Badminton · Travel · Hiking