

# HEET RAJESH PALOD

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## WORK EXPERIENCE

### Microsoft Corporation

Product Manager 2

Redmond, WA

Jul 2021 – Present

#### GPU Cloud PC Strategy, COGS Optimization & AI Innovation – Windows Cloud

- Owned end-to-end P&L and COGS strategy for SKU feasibility, defining a multi-year roadmap that scaled tiered AI, graphics, and developer-optimized workloads from 0-to-1 to 1-n, driving **\$1B+** in business revenue.
- Charted the multi-year GPU-enabled Cloud PC strategy for Windows 365, aligning Azure's GPU platform and supply strategy with emerging workloads, and driving GTM execution that grew GPU Cloud PC adoption more than **60%+ YoY**.
- Drove strategic silicon partnerships with Nvidia and AMD, shaping next-generation GPU architectures and leading engagements that defined the RTX 6000 Pro Blackwell Server Edition GPU, cutting hardware qualification time by **20%+**.
- Spearheaded cross-org efforts on SKU strategy, COGS optimization, and performance partnering with senior leadership across Azure, Microsoft 365, and Windows Cloud to reduce per-unit COGS **50-70%** while improving provisioning latency **25%**.
- Led hands-on prototyping (vibe coding) with GPT-5.5, Claude 4.7, & local language models using agentic AI frameworks, GitHub Copilot CLI, and emerging tools like OpenClaw to rapidly test and shape future Windows 365 platform capabilities.

#### Platform Trust & Safety, Fraud & Abuse Prevention – Windows Cloud

- Defined the fraud and abuse prevention strategy for Windows 365 (Microsoft's Desktop-as-a-Service platform), designing real-time ML-driven signal pipelines and dynamic throttling controls delivering **\$10M+** in annual COGS savings.
- Established tenant trust scoring from 0-to-1, defining ML risk-tiering heuristics and abuse-detection checkpoints, and aligning engineering, data science, finance, and operations around a unified framework balancing growth, cost, and security at scale.

#### Capacity Planning & Operations, Search & AI Platform – Microsoft AI

- Founded and scaled a 0-to-1 capacity planning platform governing **\$1.4B+** in annual AI compute and storage spend across Bing, Copilot, Ads, Edge, Maps, and MSN enabling **15–18% QoQ** search/ads revenue growth and **20% YoY** DAU growth.
- Built data-driven tradeoff frameworks that cut C-suite decision latency **2.5x** (6 → 15+ decisions/hour), providing executives real-time visibility into cost, capacity, and growth tradeoffs at scale.
- Shipped self-service cost estimation, ROI visibility, and one-click provisioning tooling adopted across multiple product lines, lifting NSAT **9.5%+**.

#### Stability, Search & AI Platform – Microsoft AI

- Redefined stability standards for Bing's global platform, reducing time-to-detection in search engine result page (SERP) regressions and ranking anomalies **24x** (12 hours to 30 minutes) across A/B and production systems.

### University of Washington – School of Medicine

Senior Software Engineer

Seattle, WA

Jan 2021 – Jun 2021

- Led development of **4+** e-Learning applications serving **100K+** registered learners across infectious diseases domains: [HIV](#), [STD](#), [Hepatitis-B](#) & [Hepatitis-C](#).

### SAP Concur

Software Development Engineer Intern

Bellevue, WA

Jun 2020 – Aug 2020

- Designed a schema-on-demand data storage model that reduced data storage requirements by **70%** using GraphQL, and cut manual efforts by **50%+**.

### Xoriant Corporation

Software Development Engineer

Mumbai, India

Jul 2017 – Aug 2019

- Built a Delivery Management System automating project health and billing reporting, saving **\$120K** annually and reducing manual efforts by **71%**.
- Drove SDLC transition from waterfall to agile, improving cross-functional collaboration across engineering, UX, and QA.
- Automated data migration pipelines resolving inconsistencies across **140+** SAS business reports and reducing data discrepancies by **34%**.

## EDUCATION

### University of Washington

Master of Science in Information Management, Information School  
Specializations: Product Management, Business Intelligence, Data Science

Seattle, WA

Jun 2021

### University of Mumbai

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

Mumbai, India

May 2017

## SKILLS & INTERESTS

**Core Skills:** Product Strategy · Product Sense · Customer Obsession · 0-to-1 Product Development · AI/ML Product Development · Feature Prioritization · User Segmentation · GTM Strategy · Pre/Post-Launch Planning · Data-Driven Decision Making · KPI & Metrics Definition · Cross-Functional Leadership · Executive Communication

**AI/PM Tools & Technologies:** GitHub Copilot · Agentic AI Frameworks · LLM Prototyping (GPT-5.5, Claude 4.7) · SQL · Python · Power BI · Jira · Figma

**Interests:** CrossFit · Piano · Cooking · Badminton · Travel