

HEET RAJESH PALOD

Seattle, WA | heetpalod13@gmail.com | +1 (206) 697-6374 | [Portfolio](#) | [LinkedIn](#)

WORK EXPERIENCE

Microsoft Corporation

Redmond, WA

Product Manager 2

Jul 2021 – Present

SKU Mobility & GPU Cloud PCs – Windows Cloud (Windows 365 & Azure Virtual Desktop)

- Owned end-to-end P/L and COGS strategy to assess SKU feasibility, defining a multi-year roadmap scaling 0-to-1 and 1-to-n across tiered AI, graphics and developer-optimized workloads.
- Led strategic partnerships with Nvidia and AMD; translating customer and ecosystem signals into hardware requirements and platform roadmaps; drove global GTM execution across pricing, pre-launch readiness, and post-launch optimization.

Platform Trust, Fraud & Abuse Prevention – Windows Cloud (Windows 365 & Azure Virtual Desktop)

- Architected platform-level fraud and abuse strategy for Microsoft's DaaS offering: W365, delivering **\$10M+** in annual COGS savings; designed real-time signal pipelines and dynamic throttling controls embedded into core platform infrastructure.
- Spearheaded tenant trust scoring from inception; defining ML risk-tiering heuristics and abuse checkpoints; aligning engineering, data science, finance, and operations to balance growth, cost, and security at scale.

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

- Founded and led the 0-to-1 capacity tooling governing **\$1.4B+** annual budget in AI compute and storage spend across Bing, Copilot, Ads, Edge, Maps, and MSN; driving **15-18%** QoQ search/ads revenue growth and **20%** YoY DAU growth.
- Reduced C-suite decision latency by **2.5x** (*from 6 to 15+ decisions/hour*) through data-driven tradeoff frameworks enabling executive prioritization at scale.
- Launched self-service cost estimation, ROI visibility, and one-click capacity provisioning, increasing NSAT by **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.
- Deployed proactive monitoring and alerting pipelines that prevented revenue-impacting outages and protected **\$X M+** annually in SERP reliability.

Product Leadership & Org Influence

- Led product planning across globally distributed engineering teams, managing 3- and 6-month development cycles, mitigating delivery risk and consistently shipping high-impact features on schedule.

University of Washington – School of Medicine

Seattle, WA

Senior Software Engineer

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

Bellevue, WA

Software Development Engineer Intern

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

Mumbai, India

Software Development Engineer

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

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

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:

Cooking · Piano · CrossFit · Badminton · Travel