

# JOHN LIAN

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## EXPERIENCE

### MICROSOFT

SEATTLE, WA

#### Senior Product Manager - Azure IoT

2021 - Present

- Shipped Azure IoT Operations from concept to GA ('22-'24): built the preview hub/process, scaled to ~80 active preview customers, ran weekly shiprooms, and coordinated launch across engineering, docs, and marketing.
- Authored specs and decisions for 8+ platform features/APIs (e.g., MQTT bridge; cloud connectors; MQTT persistence; streaming dataflow system; WASM data-processing strategy; K8s CRDs/APIs; secure-by-default plan; portal/dev-env integration), kept specs as the single source of truth so UX/docs shipped in lock-step and reduced integration churn by ~50% across partner teams.
- Integrated GitHub Codespaces (incl. a k3d/NFS fix) as a featured Quickstart, cutting time-to-first-deploy from hours to minutes and increasing first-run success by ~30-40%.
- Simplified deployment at GA by deferring high-complexity federated workload identity; reduced first-run steps by ~25-35% and improved completion rates and docs clarity.
- Raised security to "secure-by-default": defined plan to enforce TLS between components, rationalized internal cert management, and co-authored public guidance with GlobalSign; reduced cert-related incidents and simplified enterprise posture.
- Recognition: division impact award (2024); presented at internal/external forums; supported key customer evaluations hands-on.

#### Product Manager II - Azure IoT

2018 - 2021

- Drove IoT Hub security features across engineering, security, design, sales, and support.
- Shipped Azure RBAC, VNet support, and IP firewall v2; led 4 security-driven deprecations with zero escalations.
- Built the foundation for supportability at scale (SLAs, playbooks, telemetry).
- Shipped 20+ diagnostics/support features (metrics, logs, self-help, tooling), doubling support-tooling usage and increasing case deflection; IoT Hub rated among top Azure services for support.

#### Product Manager - Azure Commercial Experiences

2016 - 2018

- Owned design/specs across Azure + Universal Store surfaces serving ~500K MAU.
- Shipped account features: payment-method management; subscription transfer/tenant change; upgrade with support-plan selection.
- Delivered support improvements saving \$500K+ annually via case deflection; enabled signup/payments in sovereign clouds/regions (Azure Gov, Azure Germany, China, India) unlocking \$100M+ in business.

### PLEIADES ROBOTICS

MONTREAL, QC

#### Robotics Engineer

2015 - 2016

- Developed autonomous flight programs with DroneKit; two successful demos.

### YOUTH FUSION & FIRST ROBOTICS QUÉBEC

MONTREAL, QC

#### Founding Mentor & Lead Coordinator - Team 4955

2013 - 2015

- Built a 40-student program; won \$7,000 Rookie Grant; recruited/retained 10 mentors with 100% return year two.

## 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](#)): Built a device for levitating a chain of magnets, developed simulation systems using MATLAB.