

Scott Harrison

Issaquah, WA • 425-443-6039 • scotthar@eltekco.com

Professional Summary

Technical Program Manager specializing in New Product Introductions (NPIs) and Product Lifecycle Management for Windows platforms. Expert at architecting Release Orchestration and scalable Validation Infrastructure with telemetry-driven insights, CI/CD pipelines, and Agile/Scrum practices. Proven at reducing time-to-market, minimizing post-release customer issues, and leading cross-functional collaboration from individual contributors to executive stakeholders.

Core Competencies

Program & Project Management New Product/Program Initiatives (NPIs); Product Lifecycle Management; Release Orchestration; Risk Management & Mitigation

Technical & Engineering Validation Infrastructure; CI/CD Automation; Telemetry & Signal Aggregation; Data-Driven Decision Making

Leadership & Process Cross-Functional Collaboration; Stakeholder Management & Executive Communication; Agile/Scrum Enablement; Continuous Improvement

Platforms & Tools Azure DevOps; TFS; Office (+templates/macros); Power BI; SharePoint; Power Automate; C#; Selenium

Professional Experience

Sr. Technical Program Manager – Microsoft Windows Servicing Division (WSD) Release Validation - Redcley LLC · Redmond, WA · Apr 2020 – Present

- Spearhead end-to-end release-readiness validation for WSD: define reproducible playbooks, orchestrate cross-team risk mitigation workflows, and ensure 100% on-time, audit-ready shipments.
- Design and implement a Validation Infrastructure to generate reproducible, data-driven release signals.
- Define validation baselines and refine infrastructure-readiness processes to guarantee consistency across Continuous Delivery releases.
- Develop web portals for process tracking, data mining, and reporting, providing stakeholders with real-time visibility into release readiness and risk posture.
- Analyze, document, and optimize servicing release and risk-management workflows: codify standards, policies, and information flows to accelerate decision-making and standardize practices across teams.

- Manage mitigation of risks threatening release timelines by tailoring engagement strategies to audience needs and leveraging supplemental insights for rapid resolutions.

Sr. Technical Program Manager – Microsoft Teams Signup Performance - Redcley LLC · Redmond, WA · Apr 2019 – Mar 2020

- Defined and executed reliability testing and optimization for Office 365 and Teams signup flows: to identify sign up drop-off bottlenecks and suggest fixes that boost reliability and improve completion rates.
- Automated end-to-end C# and Selenium test passes to capture client-side telemetry, enriching signal coverage for proactive anomaly detection.
- Built dashboards and interactive reports surfacing key signup metrics for engineering, product, and support stakeholders, enabling data-driven prioritization and reducing funnel drop-off by 30%.

Sr. Technical Program Manager – Microsoft Surface Engineering Services - Cad-Based Systems Inc. · Redmond, WA · May 2015 – Feb 2018

- Directed Product Lifecycle Management for Surface work-management and financial accounting systems (FASP): introduced Agile methodologies to an 80-member distributed team, increasing service capacity while lowering costs.
- Implemented a hardware test-case management platform by developing training, capturing requirements, and managing feature release cycles for Surface hardware products.
- Delivered a project-management tool for hardware releases: coordinating rollouts to partner teams, standardize processes, and improve clarity while reducing coordination overhead.
- Served as Functional Product Owner for Azure DevOps/TFS, SharePoint, Teams, Power BI, and SQL/SSRS-based engineering services: prioritize roadmaps, define ROI, and execute end-to-end rollouts.
- Coached teams in Agile/Scrum practices by facilitating ceremonies, optimizing sprint planning, and improving delivery predictability.

Technical Program Manager – Windows Division (Deployment & SKU Engineering)
Microsoft Corporation · Redmond, WA · Oct 2006 – Oct 2014

- Architected and automated SKU and feature-configuration infrastructure for Windows 7 & 8: reduced new-edition bring-up from ~30 man-days of manual effort to 2–3 dev-days.
- Led release orchestration and feature integration across Windows client and server editions, aligning business requirements with engineering schedules to meet specific objectives spanning Microsoft divisions and Windows business units.
- Managed Windows Media regulatory compliance by coordinating removal of media components for EU and Korea mandates and implementing SPAD/DOJ feature controls to meet all audit deadlines.

Program Manager – Release & Supportability (NMPU & Windows Media Division)

Microsoft Corporation · Redmond, WA · Feb 1998 – Aug 2006

- Directed release management for Windows Media Technologies, overseeing standalone package deliveries and OS integration for new product launches and continuous improvement programs.
- Progressed from Beta Lead to Program/Release Manager and Cross-Team PM Lead by pioneering support processes, beta programs, and release workflows for entirely new multimedia products, clarifying undefined requirements and leveraging limited tools.

Escalation Engineer & Supportability Engineer Microsoft Corporation · Various Roles & Locations · 1993 – 1998

- Curated actionable feedback from beta channels, drove issue prioritization, and coordinated resolutions to improve customer satisfaction metrics.
- Served as the liaison between support and engineering: representing customer issues to the Windows 95 and Windows Media engineering teams.
- Developed and delivered training curricula for support engineers and escalated complex technical issues to engineering teams.
- Provided frontline support for Windows, IIS, ISA, SQL Server, and Exchange customers.

Awards & Certifications

- Microsoft Gold Star Performance Awards (2×)
- Eagle Scout — Boy Scouts of America
- Microsoft Certified — Systems Engineer & Solutions Expert (MCSE), Systems Administrator (MCSA) — legacy