Jonathan D. Jules

(631) 278-4908 • jules.d.jonathan@gmail.com • www.linkedin.com/in/jdjules

Career Summary

Results-driven engineer with a breadth of experience in product research and development, testing, and cross-functional collaboration. Highly adaptive to ambiguous and complex problems with a talent for engaging others, and delivering quality services, while utilizing technical proficiencies to for improving inefficiencies and product experiences.

Professional Experience

Technical Program Manager **Jun 2018 - Present**

Microsoft Corporation Redmond, WA

- Drives global datacenter & resource/SKU usage optimization, capacity shaping, and customer engagements to maximize capacity availability and reduce brownouts/capacity constraints of the Azure Cloud.
- Provides strategic vision and plan for scaling operations through automation investments: scripting, tools, as well as scalable processes while also leveraging local and global vendors team to ensure fulfilment of investments
- Partners with capacity planning teams to define signals, policies, and guidelines for new capacity triggers
- Onboard new clusters globally along with managing and monitoring internal testing and customer onboarding for new sizes, SKUs, and regions.
- Establish deep global customer analytics and insights for Azure capacity usage through BI analytics, dashboards and reports, defining key metrics for capacity classification and error messaging for Azure allocation/deployment failures
- Part of customer technical advisory team guiding and mitigating internal/external customers. Scaled this activity through relentless adoption and dissemination of best practices reducing the number of repeat issues by 90.91%
- Executed a worldwide migration effort from old to new SKU for Microsoft internals teams by partnering with platform engineering teams which freed up ~4million vCPU for external customer usage.
- Designs, assemble and publish effective status reports able to serve a variety of audiences, including crafting and delivering executive-level presentations in areas of Azure Fundamentals CFR, SLO, SLT and Pillar reviews

Windows Infrastructure Deployment Engineer **Jul 2016 – Jun 2018**

Microsoft Corporation Las Colinas, TX

- Diagnose and troubleshot premier level customers issues with migrations and servicing of Windows OS. Notable incidents: WannaCry and Meltdown Spectre, migrated 150 clients from Windows 7 to newer software based on their environment
- Developed tools, scripts using Python to automate troubleshooting activities
- Designed strategic agile support operational roadmap in which customer insights were analyzed, this positioned proactive support by targeting the most common customer pain points reducing the overall number of incidents by 40%.
- Conceptualized and delivered training for 200 new hires, supporting their implementation and deployment of a Windows environment, Hyper-V VMs, and Windows server. Equipped new hires with the skills needed to migrate a basic web app from on-premises environment to the cloud, scaling the overall support team by 5%

Research Assistant under Dr. Klotzkin, Senior member IEEE **Nov 2015 – May 2016**

Graphical Laser Parameter Extractor (GLaparex) Optimization Vestal, NY

- Transformed MATLAB code to C/C++ by incorporating mex functions, optimizing the fitting process of software application that modeled three different semiconductor laser parameter extractions.
- Benchmarked the process and improved the execution of different "fits" by 77%, 93% and 85% compared to prior fittings.

Graduate Technical Intern **Jun 2015 – Aug 2015**

Intel Corporation Chandler, AZ

- Performed incoming reliability and stability tests on thermal controller cards, ensuring the quality of firmware/software. Saving over $6,000 per card by identifying faults before released into production environment

Electrical Engineering Intern **Jun 2014 – Aug 2014**

United Technologies Aerospace Westford, MA

- Owned and launched new computational tool using excel macros and Python, which enabled engineers to more accurately and efficiently perform a derating analysis. This led to a 95% reduction in errors in subsequent quarters.

Education

Master of Science, Electrical & Computer Engineering **Sep 2015 – May 2016**

Concentration: Physical Electronics & Electro-Optics

Binghamton University, State University of New York

Bachelor of Science, Electrical Engineering **Sep 2011– May 2015**

Binghamton University, State University of New York

Certifications, Skills, Interests: *MCSA: Cloud Platform, C++/C#, BI Analytics, Python, IoT, Sustainable Energy, Foreign Travel*