

CORY EBERT, MBA

Technical Program Manager – Enterprise Technology, AI Automation, and Operations

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SUMMARY

Enterprise technology and operations leader with 15+ years at Microsoft and current technology leadership at Corporate Imaging Concepts, turning ambiguous business needs into scalable platforms, operating models, analytics, vendor strategies, and adoption programs. Delivered \$3M+ in operational savings, a 57% repair turnaround reduction, and program leadership spanning 800+ technical specialists across 83 locations at Microsoft. At CIC, lead enterprise technology programs across the client portfolio and internal platforms – including the wind-down and transition of the company’s largest client account with a 2M+ record data migration – spanning analytics, compliance, procurement, vendor and contract management, and AI-assisted workflows.

CORE CAPABILITIES

Program Leadership: Program and Portfolio Management, Roadmap Ownership, Budget Ownership, Executive Communication, Change Management, Training and Adoption, KPI and OKR Frameworks

Delivery: Client Implementation and Transition Management, Requirements Definition, UAT and Release Management, Data Migration, Compliance Controls

Vendor and Commercial: Vendor and Contract Management, RFP Management, Enterprise Technology Strategy

Platforms and Tools: SAP ECC 6.0, Coupa, Azure DevOps, Smartsheet, Google Analytics and GTM, Power BI, Looker Studio, SQL, Python, AI Governance and Enablement

PROFESSIONAL EXPERIENCE

Corporate Imaging Concepts – Stanwood, WA

Information Technology Program Manager

November 2024 – Present

Lead enterprise technology programs across CIC’s client portfolio and internal platforms, including delivery and wind-down of the company’s largest client account, spanning analytics, procurement, compliance, data migration, e-commerce operations, vendor and contract management, and partner workstreams. Own the development backlog in Azure DevOps and partner execution in Smartsheet, coordinating roadmap priorities, technical requirements, implementation sequencing, stakeholder alignment, launch readiness, training, adoption, and executive visibility.

- Led end-to-end wind-down and transition of CIC’s flagship enterprise client program to a successor platform, decommissioning three storefronts on schedule with same-day cutover execution, and directing gift program resolution, customer and executive communications, inventory disposition, and post-contract governance.
- Directed the client transition data migration and archive delivery, engineering 2.6M+ row extracts with an 88.3% verified cross-file match rate, resolving customer identity duplication across 2M+ records, and securing client alignment on a 3-year active data load with an 8-year flat-file archive.
- Architected AI-assisted multi-tenant e-commerce platform (TypeScript, NestJS, React, PostgreSQL, Redis, microservices) and a SaaS ticketing and workflow platform with SLA tracking, automation rules, audit logging, and multi-tenant data isolation.
- Delivered margin intelligence platform integrating SAP and sales data in Power BI and Looker Studio, surfacing 0% to 77% margin discrepancies and enabling leadership action on pricing, cost drivers, and sales process quality.
- Perform vendor contract risk analysis and due diligence across SLA structures, liability caps, usage metering, and renewal terms; drove a tax-compliance vendor dispute to executive-level resolution, including remediation and reimbursement demands.
- Serve as technology advisor to the CEO, preparing executive briefings, client review materials, competitive platform assessments, and escalation strategy for vendor, contract, and account decisions.
- Coordinated Coupa onboarding across client workflows, including automated invoicing, procurement process alignment, vendor/system readiness, stakeholder training, launch planning, and adoption management.

- Lead client implementation and onboarding programs from kickoff through requirements approval, UAT, launch, and hypercare – four storefront launches and two platform migrations to date – spanning SSO integration, multi-location billing design (43-location structure), and training documentation.
- Deployed Google Analytics and Looker Studio reporting across 90+ partner storefronts, diagnosed and resolved revenue tracking defects, and designed bulk tag migration across ~90 GTM containers using the GTM API, Python, and Azure DevOps Pipelines.
- Administer CIC's enterprise AI program, including governance, standards, and skill development; design AI-assisted development and review workflows using agentic patterns, Model Context Protocol, and structured lifecycle automation; lead monthly IT development sessions and company-wide AI/LLM training.

Microsoft Corporation – Redmond, WA

Technical Program Manager, Device Repairability Engineering

September 2020 – September 2024

Owned repairability and service readiness programs for Surface hardware, including Surface Laptop 7 and Surface Pro 2024, across consumer, commercial, and authorized service channels. Served as Product Owner for repair guides, service content, diagnostics, governance workflows, supplier execution, compliance deliverables, tooling readiness, and launch commitments tied to hardware release timelines.

- Owned product roadmap, program budget, iFixit vendor contract, RFP, vendor selection, pricing negotiation, deliverables, and quarterly VP/Director reporting.
- Built global service content delivery framework with Tier 1 and Tier 1.5 suppliers, reducing external partner expenditures by 100% and accelerating production timelines by 60% through standardized stage-gate governance.
- Delivered \$3M+ in operational savings and 80% cost reduction versus internal options through strategic vendor partnership, contract negotiation, and program model redesign.
- Designed launch governance model for repairability content, including review workflows, acceptance criteria, decision gates, quality controls, and sign-off across engineering, legal, safety, supplier, and partner teams.
- Built executive scorecards tracking CSAT, repeat repair rate, partner readiness, schedule risk, budget performance, launch health, and product serviceability outcomes.
- Led cross-functional diagnostics programs for Surface hardware, reducing customer-generated repair tickets by 27% through KPI-driven product, tooling, and service improvements.
- Owned compliance workflows for French repairability score documentation, Right to Repair legislation, environmental and safety requirements, export controls, and legal/safety sign-off for repair tooling.
- Managed 3 to 5 vendor employees for Surface repair training guide development, including role definition, hiring input, termination decisions, performance evaluation, schedule management, and deliverable quality.

Technical Program Manager, Technical Support Operations Management *October 2017 – September 2020*

Managed operational programs and culture for 800+ Tier 2 and Tier 3 technical specialists across 83 Microsoft Store locations supporting Surface, Xbox, Windows, Microsoft 365, and consumer services. Operated under a split-management model with store managers owning local hiring and scheduling while owning Answer Desk role definition, onboarding, training, performance expectations, service policy, operational KPIs, escalation workflows, readiness programs, and customer-facing service outcomes.

- Designed and scaled operating model changes for Answer Desk service delivery, including role standards, service policy, technician workflows, escalation paths, readiness expectations, and operational KPIs.
- Led COVID-era transformation from physical retail support to remote delivery across 83 locations, including CRM migration, operating model redesign, team restructuring, communication plans, and change adoption.
- Reduced repair turnaround time by 57% through KPI ownership, escalation management, bottleneck identification, process redesign, and operational governance.
- Established Microsoft's first authorized repair partner program, increasing repair capacity by 40% through business case development, vendor alignment, contract execution, service standards, and partner readiness planning.
- Managed six-person escalation recovery team through backlog elimination, role definition, KPI definition, training, and performance management, reducing 1,000+ open tickets to under 100 and improving response times from 3 to 5 days to under 24 hours.

- Hired and managed 10 employees to launch and operate COVID-era device recycling program, including candidate selection, role definition, training, safety practices, quality control, and day-to-day management; delivered 1,500 devices cleaned, re-imaged, and donated to Washington schools within three weeks.

Technical Program Manager, Factory Repair Engineering

February 2016 – October 2017

Drove product development and process optimization for Microsoft’s global Surface repair and refurbishment network. Product Owner for Surface Diagnostic Toolkit and Software Repair Tool, partnering with engineering, quality, manufacturing, support, and repair operations teams to improve readiness, throughput, diagnostic accuracy, and service quality.

- Owned Surface Diagnostic Toolkit from requirements through release, improving diagnostic accuracy by 43% across repair facilities and support workflows.
- Shipped Windows repair automation tooling for Surface devices, achieving 17% defection rate for customer repair tickets and reducing avoidable service volume.
- Led device imaging system integration within 3 months, reducing imaging time by 60% and customer wait time by 35+ minutes.
- Developed testing standards and acceptance criteria for returns, repair, refurbishment, imaging, diagnostics, and service quality at Tier 1 Microsoft-owned facilities.

Technical Advisor, Microsoft Stores Answer Desk

September 2009 – January 2016

Provided Tier 2 support and hands-on device repair for Surface, Xbox, Windows, and Microsoft 365; maintained 90%+ customer satisfaction and was promoted into Microsoft’s corporate TPM organization.

EDUCATION

Master of Business Administration, Western Governors University

October 2025

Excellence Award – Management Communications

Bachelor of Science, Business Administration – Management, Western Governors University

2025

Capstone Excellence Award; WGU Excellence Award

TECHNICAL AND BUSINESS SYSTEMS

Enterprise Platforms: SAP ECC 6.0, Coupa, Azure DevOps, Smartsheet, Jira, Confluence, SharePoint, Microsoft Project

Analytics and Reporting: Power BI, Looker Studio, Google Analytics 4, Google Tag Manager, SQL Server, PostgreSQL

Development: TypeScript, Python, SQL, C#, PowerShell, React, NestJS, Node.js, REST APIs, microservices, Redis, Docker, GitHub Actions

AI and Automation: Agentic AI Workflows, LLM Tooling, Model Context Protocol, AI-Assisted Development, Workflow Automation, AI Governance