

# Cory Ebert Resume - Microsoft All Roles ATS

## CORY EBERT, MBA

Senior Technical Program Manager, Product Operations and Enterprise Systems Leader  
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### PROFESSIONAL SUMMARY

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Senior technical program manager and product operations leader with 15+ years at Microsoft across Surface, Xbox, Windows, consumer support, factory repair engineering, device repairability, partner enablement, service diagnostics, and global support operations. Current enterprise technology leader at Corporate Imaging Concepts owning platform delivery, analytics, procurement systems, workflow tooling, AI-assisted development practices, and executive-facing operational reporting. Experienced leading ambiguous cross-functional programs across product, engineering, support, operations, legal, finance, suppliers, vendors, and executives in Senior PM, Principal PM, Technical Program Manager, Product Manager, Business Program Manager, Customer Experience, Supportability, Service Engineering, Hardware, Enterprise Systems, and AI-enabled operations contexts. MBA with direct and matrixed leadership experience spanning 800+ technical specialists, vendor teams, temporary launch teams, and cross-functional engineering groups. Track record delivering \$3M+ savings, 60% faster production timelines, 57% faster repair turnaround, 40% greater repair capacity, and scalable operating models for technical organizations.

### CORE SKILLS

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Technical Program Management, Product Management, Product Operations, Roadmap Ownership, Product Lifecycle Management, Launch Readiness, Service Engineering, Customer Support Operations, Consumer Service, Hardware Services, Repairability, Supportability, Diagnostics, Field Readiness, Partner Enablement, Operating Model Design, Cross-Functional Leadership, People Management, Vendor Management, Supplier Management, Budget Ownership, RFP Management, Executive Communication, KPI and OKR Frameworks, Data-Driven Decision Making, Business Process Design, Change Management, Risk Management, Compliance, Privacy, Security, Training and Adoption, Agile, Scrum, Waterfall, Azure DevOps, Jira, Smartsheet, Power BI, AI-Augmented Workflows

### PROFESSIONAL EXPERIENCE

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#### Corporate Imaging Concepts, Stanwood, WA

##### Information Technology Program Manager, November 2024 to Present

Lead enterprise technology delivery for CIC's largest client account across analytics, procurement, compliance, infrastructure, internal platforms, operational reporting, and partner workstreams. Own development backlog in Azure DevOps and partner execution in Smartsheet, coordinating roadmap priorities, business requirements, implementation sequencing, stakeholder alignment, launch readiness, training, and executive visibility.

- Design operating rhythms for enterprise technology delivery, balancing roadmap priorities, backlog health, stakeholder readiness, launch sequencing, adoption, reporting, and execution ownership.
- Drive Smartsheet and Azure DevOps usage across internal teams and external partners, improving visibility, accountability, risk tracking, and cross-functional execution.
- 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.
- Coordinated Coupa onboarding across client workflows, including automated invoicing, procurement process alignment, stakeholder training, vendor/system readiness, and adoption planning.
- Built SaaS ticketing and workflow platform with SLA tracking, automation rules, real-time collaboration, audit logging, and multi-tenant data isolation to standardize service delivery.
- Led legacy modernization discovery for .NET WCF/SOAP platform, mapping 450+ stored procedures and 217 database entities into actionable migration roadmap and SAP integration documentation.
- Lead monthly IT training and company-wide adoption for new systems, AI/LLM workflows, and process changes, converting technical change into repeatable operating practices.

#### Microsoft Corporation, Redmond, WA

##### Technical Program Manager, Device Repairability Engineering, September 2020 to 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, training 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.
- 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.
- 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 stage-gate governance.
- 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.
- Owned compliance workflows for French repairability score documentation, Right to Repair legislation, environmental and safety requirements, and export controls for repair tooling.
- Led cross-functional diagnostics programs for Surface hardware, reducing customer-generated repair tickets by 27% through KPI-driven product, tooling, and service improvements.

- Drove training sessions and monthly development forums for new process rollouts, repair enablement, partner readiness, product supportability, and cross-functional stakeholder alignment.

### **Technical Program Manager, Technical Support Operations Management, October 2017 to 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, partner readiness, support transformation, and customer-facing service outcomes.

- Designed and owned operating model changes for Answer Desk service delivery, including role standards, service policy, technician workflows, escalation paths, readiness expectations, and operational KPIs.
- Owned Answer Desk culture and execution standards across 83 locations, including onboarding, training development, training delivery, performance management inputs, and termination authority for site personnel.
- 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.
- 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.
- 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.
- Delivered training at scale through stage presentations to 100+ personnel and remote sessions on new systems, workflows, service standards, and operating model changes.
- Authored role expectations and supported hiring processes for Answer Desk Service Advisor positions, contributing to clearer standards, consistent onboarding, and stronger team capability.

### **Technical Program Manager, Factory Repair Engineering, February 2016 to 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.
- Coordinated with manufacturing partners to improve global repair operations, readiness, service quality, cost performance, and deployment consistency.

### **Technical Advisor, Microsoft Stores Answer Desk, September 2009 to January 2016**

Provided Tier 2 support and hands-on device repair for Surface, Xbox, Windows, Microsoft 365, consumer software, and connected device experiences. Maintained 90%+ customer satisfaction and was selected for Microsoft corporate TPM role based on technical credibility, customer empathy, operational judgment, and measurable support impact.

## **SELECTED PRODUCT AND PLATFORM WORK**

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**Surface Repairability and Service Readiness:** Product Owner for repair guides, service video content, diagnostics, partner readiness, quality standards, launch sign-off, repairability score documentation, Right to Repair workflows, and authorized repair partner enablement.

**Support Operations and Customer Experience:** Led large-scale consumer support operations across 83 Microsoft Stores, including escalation management, CRM migration, COVID-era remote support transition, service policy, technician readiness, support workflows, KPIs, CSAT, and turnaround-time improvements.

**Enterprise Systems and Analytics:** Built CIC platform, ticketing, procurement, and analytics capabilities across SAP, Coupa, Power BI, Looker Studio, Azure DevOps, Smartsheet, SQL Server, PostgreSQL, and internal workflow systems.

**AI-Augmented Development and Operations:** Architected AI-assisted development and review workflows using agentic patterns, Model Context Protocol, automation rules, scoring logic, auditability, persistent memory, and structured lifecycle commands for planning, implementation, review, and shipping.

## **LEADERSHIP SCOPE**

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- Direct and matrixed leadership across 800+ technical specialists, 83 Microsoft Store locations, six-person escalation recovery team, 10-person COVID device recycling team, 3 to 5 vendor resources, supplier teams, and cross-functional engineering groups.
- Owned role definition, onboarding, training, performance expectations, termination authority, hiring inputs, quality standards, stakeholder communication, and execution governance across distributed organizations.
- Partnered with executives, product managers, engineering teams, legal, safety, finance, support operations, suppliers, vendors, and field teams to convert ambiguous goals into operating models, roadmaps, scorecards, and delivery plans.

## **EDUCATION**

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**Master of Business Administration, Western Governors University, October 2025**

Excellence Award, Management Communications

## **TECHNICAL PROFICIENCIES**

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**Program and Product Tools:** Azure DevOps, Jira, Confluence, Smartsheet, Microsoft Project, Microsoft Office, PowerPoint, Excel, SharePoint, Teams, Visio

**Data and Business Systems:** Power BI, Looker Studio, SAP ECC 6.0, Coupa, Google Analytics, SQL Server, PostgreSQL, Redis, operational dashboards, KPI reporting

**Technical Platforms:** TypeScript, Python, SQL, C#, PowerShell, NestJS, React, Node.js, .NET Framework, REST APIs, WebSocket, API Gateway, microservices, Docker, GitHub Actions

**AI and Automation:** AI-Augmented Workflows, Agentic AI Workflows, LLM Tooling, Model Context Protocol, Workflow Automation, Automation Rules, Audit Logging, Prompted Development, AI Governance Practices

**Governance and Delivery:** Product Lifecycle Management, Launch Governance, Risk Registers, Decision Gates, Acceptance Criteria, Service Readiness, Partner Readiness, Vendor Governance, Supplier Management, RFPs, Budget Tracking, Compliance Controls