Adebisi Thompson

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Education

Georgia Institute of Technology   Atlanta, GA

Bachelor of Science in Computer Science, *highest honors*   Aug 2016 – May 2020

Skills

Technical Skills: Python, Kusto Query Language (KQL), Power BI, Azure DevOps

Experience

Microsoft   Redmond, WA

Technical Program Manager, *Windows + Devices Data & Applied Sciences*   Mar 2021 – Present

- Manage customer feedback triage process for 17 engineering teams, maintaining monthly triage percentage of 98% feedback triaged
- Design Power BI dashboard with custom Kusto queries to detect feedback spikes, leading to resolution of 26 issues within 60 days
- Coordinate feedback loop between external and internal stakeholders for OS bugs and fixes to improve overall Windows experience
- Lead project to establish unified feedback collection process for LLM plugins, collaborating closely with data scientists, product managers and software engineers
- Write 46 auto-triage rules in C# and Python to auto-triage 40% of feedback and improve triaging efficiency for engineers

Customer Success Account Manager, *Financial Services Industry*   Jul 2020 – Mar 2021

- Spearheaded account planning by identifying customers' priorities and managing tactical initiatives to accelerate customer value
- Partnered with account team to create programs aligned to customers' goals and drive adoption of Microsoft services
- Headed 1:1 weekly Q&A sessions to educate team on achieving core priority metric and increased metric by 17.6% in 2 months
- Led monthly customer review meetings on service contracts and programs to gain alignment and present business value
- Orchestrated meetings between customers and Microsoft product SMEs to address knowledge gaps, and ensure optimum product value-realization

Georgia Tech College of Computing   Atlanta, GA

Teaching Assistant   Jan 2020 – May 2020

- Tracked 30 CS project teams to ensure on-time submission of deliverables, and assisted in identifying and removing gaps
- Investigated 23 software intellectual property litigations to expand future course curriculum and implications of software IP

J.P. Morgan Chase   New York, NY

Summer Analyst   Jun 2019 – Aug 2019

- Utilized Visio and Excel to create 12 mappings and presented project to 5 senior directors to showcase improvements in process
- Directed meetings to guide users through updated financial reporting application & ensure execution of quarter-end deliverables

Bank of America   New York, NY

Software Developer Intern   Jun 2018 – Aug 2018

- Created financial reporting chatbot with Python and in-house machine learning framework to bypass previous slow data filtering processes and streamline over 10,000 rows of auto-updating financial data into one source
- Developed integration layer between chatbot and data source with Python RESTful web services in Agile environment

Projects

LIQD   Remote, USA

User Researcher, Microsoft Career Experience Platform   Feb 2021 – Jun 2021

- Conducted user surveys and customer interviews to understand key pain points and plan and prioritize features to improve platform

Let's Play ATL   Atlanta, GA

Android + iOS App   Auge 2019 – Dec 2019

- Developed cross-platform mobile app in Dart language and Flutter framework to increase community engagement in Atlanta

DoMi   Atlanta, GA

JavaScript High Fidelity Prototype   Aug 2018 – Dec 2018

- Conducted multiple design reviews and implemented user testing to develop gaming web application for Pre-K students to increase phonemic awareness through music education

Activities

YouTube, *Content Creator*   Aug 2016 – Present

- Creator of YouTube channel, with 1.1M views, dedicated to sharing experience, tips, and guide on majoring in computer science

Windows + Devices Blacks At Microsoft, *Steering Committee*   Mar 2022 – Present

- Member of leadership team dedicated to elevating, retaining, and advancing careers of Black employees at Microsoft