

Michael Padden

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OBJECTIVE

AI Program & Product Leader driving generative-AI and agentic solutions from concept to adoption. Bridges technical and business teams with a seller first mindset to deliver measurable outcomes and ROI.

EDUCATION – Santa Clara University, Mathematics

WORK EXPERIENCE – Avanade, Group Manager, Seattle, WA

Jan 2019 - Current

Client: Microsoft

Gen AI COE Lead & Project Delivery Lead, Redmond, WA

May 2023 - Current

- Directed 15+ innovation projects for Operations teams, delivering agent-based productivity applications and automation workflows that improved issue triage and reduced manual effort
- Served as functional solution architect and AI subject-matter expert on major engagements, shaping designs, aligning requirements and contributing to \$22.5 M in contract renewals and \$1.5 M in add-on sales
- Built 30+ generative-AI proofs of concept, scaled multiple solutions into production and co-developed adoption roadmaps and business cases; created playbooks and workshops to onboard users and ensure positive ROI

Key Projects as Microsoft Delivery Lead:

Windows AI & Automation Project: AI Technical Program Manager

Jan 2026 - Current

- Lead a 20-person, cross-geography program spanning nine AI use cases leading to
- Translate complex telemetry and operational requirements into prioritized AI use cases, milestones and decision frameworks for engineering and leadership teams
- Collaborate with engineering, data and UX teams to design agent-based solutions—an AI support chatbot for issue triage and a Fabric data agent for natural-language telemetry queries allowing for simple interaction with big data
- Architect end-to-end agent workflows across data ingestion, retrieval and response generation, ensuring scalability for future support scenarios and measurable improvements in issue resolution and knowledge retrieval

AI Order Scrub Project: AI Project Lead

Aug - Dec 2025

- Led the delivery of an agentic AI-based Order Scrub platform, modernizing Microsoft's legacy order management tool leading to an expected cut in supply chain operations by 40%
- Served as primary program owner, driving scope decisions, dependency management, and executive alignment across Accenture and Microsoft leadership
- Facilitated cross-functional workshops to translate operational pain points into agent-driven workflows while preserving critical legacy logic
- Partnered with solution architects to design a multi-agent architecture that automates detection and resolution of order issues (pricing mismatches, delivery blocks, supply constraints, etc.)

Client: T-Mobile

Senior Technical Product Manager, Bellevue, WA

Jan 2020 - May 2023

- Led end-to-end product delivery from requirements through launch for the Enterprise Data Services team, aligning engineering, business, and architecture teams—leading projects with a total budget of \$12M
- Delivered \$15M+ in initiatives leading to the expansion of the team from 4 to 12
- Strengthened stakeholder alignment and solution design by leading requirements workshops and recurring delivery reviews with architects, developers, and business teams across complex cross-functional projects

ASSET DEVELOPMENT – Ops Copilot, Avanade, Product Manager, Seattle, WA

Oct 2024 - Current

- Co-created Ops Copilot, an agentic AI product built for Microsoft Operations, by leading 15+ stakeholder interviews to identify contract pain points, operational gaps, and automation opportunities across enterprise engagements
- Translated business requirements and user feedback into a multi-agent, persona-driven product, connecting ticketing systems and knowledge bases to deliver real-time recommendations to users
- Supported delivery of the product to key stakeholders resulting in up to 40% effort reduction and 25–50% resolution time improvement

SKILLS AND INTERESTS

- **AI & LLMs:** Prompt engineering, Retrieval-Augmented Generation (RAG), evaluation strategies, agent frameworks
- **Leadership & Change Management:** Program & product leadership (6+ years) across onshore/offshore teams; stakeholder workshops, training and adoption playbooks; contract and renewal negotiations
- **Sales:** Drives sales growth through pre-sales, solutioning, and post-sales renewals and expansion