JASON GAYLER

SENIOR TECHNICAL PROGRAM MANAGER
Automation | AI | Business Intelligence

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PROFESSIONAL SUMMARY

Senior Technical Program Manager with 15+ years leading automation, AI, and business intelligence programs for Microsoft and Fortune 500 technology organizations. Owns the full program lifecycle, from scoping and roadmap through delivery, adoption, and production hardening, for AI agents, workflow automation, and executive reporting platforms built on Microsoft Foundry, Azure OpenAI, Copilot, Power Automate, Dataverse, Azure DevOps, and Power BI. Converts manual, fragmented processes into measurable outcomes: 80% faster release processing, 87% fewer dashboard data sources, 50% lower support costs, and 100% on-time GA across multiple SaaS launches. Continuously re-engaged on Microsoft programs since 2013 across four consecutive engagements on the strength of consistent, high-visibility delivery.

CORE SKILLS

- AI Agents & Agentic Automation (Microsoft Foundry, Azure OpenAI, Copilot Studio, Claude API)
- Workflow & Process Automation (Power Automate, Logic Apps, Python, PowerShell)
- Business Intelligence & Executive Reporting (Power BI / PBIP, DAX, Power Query M)
- Data Architecture & Reconciliation (Dataverse, Azure AI Search, Kusto, SQL, Supabase)
- Technical Program & Release Management
- Cross-Functional Leadership & Executive Storytelling
- Program Scoping, Roadmaps & Planning
- Solution Architecture & Production Hardening (Entra ID, Microsoft Graph)
- Budget Management & Forecasting
- Azure DevOps Administration & Integration (REST, OData, WIQL)

PROFESSIONAL EXPERIENCE

Senior Program Manager | Microsoft – (via AG Consulting Partners Inc.)

Nov 2025 – Present

- Instrumented automation, AI, and analytics program for Microsoft's MBO Frontier AI organization (formerly Microsoft Garage FastTrack), owning scoping, roadmap, delivery, and adoption of intelligent agents, workflow automation, and executive reporting across engineering, product, and operations
- Eliminated manual ship-date triage across active ADO backlogs by delivering "Theo," an AI agent family that scores every work item, generates daily progression ratings into Power BI via Dataverse, recommends date adjustments, and applies approved bulk updates through a detect-recommend-notify-approve-audit workflow
- Cut dashboard data sources by 87% (16 down to 3) by leading the re-architecture of the organization's flagship Power BI ROI and utilization dashboard onto three consolidated Dataverse tables, rebuilding the semantic model, DAX measures, Power Query M, and executive app experience
- Established a defensible source of truth for agent reporting by consolidating seven workbooks into an 84,449-record dataset, reconciling 33 agents across seven sources, and enriching 3,600+ historical records
- Shipped the Theo ADO Query Manager and email alert system: a hosted visual WIQL query builder with Entra ID authentication, a six-step subscription wizard, Dataverse-backed subscription and dispatcher flows, and self-service "My Alerts" management
- Productized an "Ask Once. Remember Forever." preference-management framework with reusable child flows, Teams/Outlook delivery preferences, and permission-aware experiences, packaged for reuse
- Hardened and standardized production automation across 9 platforms (Azure DevOps, Power Automate, SharePoint, Dataverse, Outlook, Teams, Copilot, Kusto, Power BI) by closing unauthenticated trigger exposure, applying network controls, and defining unified logging and agent-integration standards
- Drove adoption through executive storytelling: authored architecture documents, one-pagers, and demo decks, and presented the Theo agent family and redesigned dashboards to stakeholders as decision-ready options

Release Manager | Microsoft – (via Sonata Software)

2022 – May 2025

- Delivered 100% on-time general availability for multiple Microsoft Industry Cloud SaaS products (Manufacturing, Healthcare, Sovereignty, Retail) by owning release planning and technical operations from private preview through launch
- Cut release processing time by 80% by designing Power Automate workflows that consolidated 56 work items into a single "Release Readiness" item and improved cross-team visibility

- Accelerated planning cycles and stakeholder alignment by delivering a Copilot agent that automates feature and release plan creation from 16 criteria-based inputs
- Reduced defect rates and strengthened data-driven decision-making by building Power BI dashboards integrated with ADO to monitor execution, bugs, defects, and change readiness
- Reduced sprint planning time by 25% by designing custom Azure DevOps work item templates with real-time story point tracking

Release Manager | Dell – (via Kelly Mitchell)

2021 – 2022

- Informed executive decision-making for a 1,000+ member organization by delivering consolidated business performance metrics and driving real-time KPI adoption across business units with auto-refreshing Power BI dashboards
- Improved planning accuracy by modernizing data solutions that automated the organization and normalization of thousands of Epics and Features for Program Increment (PI) planning
- Reduced incident volume and improved defect-to-story ratios at 100% SLA compliance by implementing new knowledge-management processes and programmatic solutions

Technical Program Manager | Microsoft //Learning – (via Allyis Inc.)

2013 – 2020

- Cut support costs by 50% and response times by 60% by leading delivery of an automated web-request ticketing system across SharePoint, Azure DevOps, and Power Automate
- Increased customer satisfaction by 20% by delivering bi-directional email integration between Outlook and Azure DevOps, reducing dependency on external tools
- Supported 52 business groups and 5,000+ annual web requests by directing web development for Microsoft's //Learning intranet and leading a 20+ member team; achieved 99.9% uptime migrating 500,000+ assets, documents, and sites from on-premises SharePoint to the cloud

AI CONSULTING & INDEPENDENT PROJECTS

AI & Automation Consultant | Gates Painting Company

Sep 2026 – Present

- Delivered "Agent Katie," a virtual office manager live in Microsoft Teams and email, built on Microsoft Foundry and Azure OpenAI (GPT-4.1) with Azure AI Search over 164K+ emails across 8 mailboxes, 9 email-triggered workflows, 12 scheduled tasks, and a 687-contact rolodex derived from 27,069 emails
- Designed human-in-the-loop guardrails (confirm-before-send, allowlisted senders, privacy boundaries) and a feedback loop that tuned the agent through 78 versions on Microsoft Graph, Entra ID, Logic Apps, Power Automate, Python, and a custom Next.js/Supabase Job Board app

Agentic Trading Pipeline | **Independent**: Five chained AI skills (Analyze, Brain, Risk-Man, Order Execution, Trade Autopsy Journal) handing off research, signal scoring, risk veto, ticket building, and post-mortems

Job Search Agent & Dashboard | **Independent**: Hosted dashboard with scheduled daily scanning, fit-scoring, and one-click application queuing driven by automated worker tasks

Additional builds | **PaintGauge, Middle-ground, Riff-Quest, JG-webstyles**: Claude vision paint estimator (React), civic opinion quiz (Netlify Functions), guitar chord trainer PWA with real-time pitch detection, and a reusable personal design system

EARLIER CAREER

Website Manager | **Aws.Amazon.com** (2012 – 2013): Directed AWS website strategy and daily operations, driving a 25% increase in sign-ups through improved usability and a responsive-templates redesign

Website Manager | **WindowsAzure.com – via Denny Mountain** (2008 – 2012): Managed WindowsAzure.com and 14 localized sites; led a platform migration that cut hosting costs by 40% and improved performance by 50%

Technical Project Manager | **Impresys** (2006 – 2008): Led cross-functional technical projects for Microsoft, managing full project lifecycles and budgets with profit margins above 20%

EDUCATION

Associate's degree | **Art Institute of Seattle** (1998 – 2001): Desktop Production, Graphic Arts/Multimedia

Program Certificate x2 | **Dale Carnegie**: Effective Human Relations and Public Speaking