

Jorge Aleman - Senior Program Manager - Software Engineer

deskorp@gmail.com - linkedin.com/in/jorgealeman

PROFESSIONAL SUMMARY

Senior Program Manager with 14+ years driving Engineering Systems, cloud infrastructure, and release platforms at high availability and scale. Strong record of workflow improvements by identifying areas for automation and adopting AI-driven tooling to speed development, testing, and incident response. High driver of developer satisfaction and productivity by improving their tools and day-to-day experience. Enjoys working with data, visualizations, and extracting insights to inform prioritization. Leads through cross-functional influence, building effective business relationships across engineering, QA, product, and partner teams to implement innovative solutions. Founder of a live SaaS product and a former software consultancy, bringing an end-to-end product owner's perspective to platform and release systems work.

EXPERIENCE

Product Manager 2

Mojang (Engineering Systems)

Oct 2023 - Present | Redmond, WA

- Cut manual triage time by 80% by building relationships with Engineering Managers across 4 teams (30+ engineers) and driving the integration of new AI technologies to speed up development, testing, and incident response, including custom AI agents built against developer telemetry that automatically detect regressions and bisect build infrastructure errors.
- Saved Engineering Systems members over 4 hours per week by driving adoption of GitHub Copilot to accelerate spec authoring, code review, and presentation drafting, while owning 50+ build, test, and release pipelines across 4 repos on DevOps and GitHub Actions for Minecraft Engineering Systems.
- Took internal tools from concept to launch, including Hermes and FastBuild, and drove build-vs-buy tooling decisions, evaluating third-party services like IncrediBuild and BrowserStack against in-house alternatives. FastBuild cut engineers' local build times by over 60%, saved up to \$240K in licensing costs, and unblocked onboarding for 2 external studios.
- Directed build support for 200+ developers, opening and driving tickets to resolution with internal and external teams, and coordinated outage communication and planned downtime scheduling to reduce impact to the studio.
- Participated in the Minecraft Partner Center, working with 100 VIP content creators to gather requirements and enable creators to build new gaming experiences on the platform, and supported platform certification and developer onboarding with partners including Sony and Nintendo.
- Achieved full compliance across 10 security waves (~40 security items) by leading Mojang's mandate within EngSys to align cloud services with org security requirements.

- Maintained team continuity and productivity through multiple leadership and headcount changes, reworking milestone plans under strict timelines to keep all high-priority deliverables on track, including onboarding and training 9 new team members.

Senior Program Manager

Microsoft (Edge Engineering Systems)

Oct 2019 - Mar 2023 | Redmond, WA

- Reduced infrastructure issues by more than 70% by creating a data analysis platform (Kusto + PowerBI) to identify chronic pain points in the Continuous Integration Build and Release systems and defining actionable work items (DevOps) to prioritize with stakeholders.
- Saved 770+ developer hours per month, reduced build durations by 38%, and improved pass rate by 14% by partnering with Edge Developers to improve their inner dev loop and CI process.
- Owned the support model for integrating Chromium source code into Edge, driving onboarding, documentation, debrief sessions, and process improvements for mission-critical rotations of 10 engineers per sprint, enabling constant integration that kept the Edge codebase healthy and in sync with Chromium so engineers could ship features on a regular cadence.
- Owned development roadmaps, success metrics and OKRs, Go/No-Go decisions, and release plans for 8+ projects, coordinating sprint planning, backlog grooming, and sprint retrospectives, and delivered all projects on time while meeting their quality goals. Presented monthly to leadership to report status, roadmap changes, and risks requiring additional investment.
- Improved incident response time by 70% by continuously training a rotation of 50+ Edge developers and simplifying their ticket triage, resolution, and on-call escalation process across internal and external teams.

Senior Program Manager

Microsoft (Windows Engineering Systems - Release and Developer Productivity)

May 2016 - Oct 2019 | Redmond, WA

- Reduced the time to release Windows by more than 94%. The scalable power of Microsoft Azure increased throughput by over 2500%, all while significantly decreasing operating costs by automating what was historically a set of manual processes.
- Reduced released build retention storage cost by 80%, saving petabytes of storage, by creating a system that can adjust retention policies based on multiple signals and compliance requirements.
- Achieved BCDR (Business Continuity and Disaster Recovery) compliance in 3 months, the first Windows Engineering Systems team to do so, by driving security, privacy, and geopolitical compliance reviews of the release system, setting the model that other EngSys services followed to meet the same compliance goals.
- Cut release-blocking incidents from 2-5 per release to zero by leading design of a unified release manifest with an API that 5 stakeholder teams used to automate their release process.
- Cut Windows Source Kit generation time from 7 days to 4 hours by automating creation of the kits, a critical compliance requirement for every Windows release.

- Worked with the Windows Server team to connect with 20+ enterprise partners on campus, understand their pain points, and drive the design and prioritization of multiple server manageability features, gaining hands-on exposure to the build submission and certification process alongside the release and SDK teams.

Senior Software Engineer

Microsoft (PCE Data Science - User Research)

Oct 2015 - May 2016 | Redmond, WA

- Cut data cleanup work by 40% for 30+ researchers by operating customer telemetry pipelines to standardize and aggregate customer data into a consistent schema, including storage and data processing for consumer surveys and other studies run by the research team.
- Designed and built the initial implementation of the HITS portal, used to store, link, and aggregate results from research reports across Microsoft so findings can be easily found, cross-referenced, and audited for credibility. Now it hosts 100+ research studies and is a common source of information across Microsoft.
- Conducted in-home hardware setup research for Xbox across 7 households, following purchasers from the retail store through their entire unboxing and setup experience to observe friction points firsthand. Its findings simplified the OOBEx experience by reducing the number of steps before the console is ready to use.

Senior Software Engineer

Microsoft (Market Intelligence and Customer Enablement)

Apr 2014 - Oct 2015 | Redmond, WA

- Designed an analysis and reporting system that collected global feedback from customers through the User Voice website. This system processed thousands of feedback points and presented a real-time summary for Windows Feature teams to incorporate into their work. Shipped this system to 5 other teams at Microsoft, enabling them to consume their own User Voice data.
- Created connectivity between our data and pipeline systems into partner teams' CRM and Cosmos streams, unblocking the Windows Server TAP (Technology Adoption Program) to automate data collection and processing for planning and prioritization.
- Launched the Windows Telemetry enterprise pilot that allowed dozens of companies to securely review what telemetry is being shared with Microsoft. By providing this transparency, increased confidence unblocked future collaboration.

Software Engineer II

Microsoft (Windows International)

Jun 2008 - Apr 2014 | Redmond, WA

- Cut test-authoring time by over 30% by designing UI automated test libraries covering 16 languages to detect localization and globalization issues on Windows server OS components, improving automated test quality by handling the most common UI automation issues.
- Developed Scenario Manager, a scenario-based UX validation tool adopted across Windows (hundreds of users), used to validate the new Windows 8 UX and catch usability issues before they shipped.

- Surfaced over 1,000 localization quality defects by building the Language Quality Game, a gamified localization-quality validation tool with leaderboards and team scoring that spread to Windows, SharePoint, and Office.

TOP SKILLS

Project Management, Cloud Infrastructure, AI-Driven Tooling, Data Governance & Observability,
Process Improvements, Data-Driven Decision Making, Cross-Functional Leadership

ADDITIONAL EXPERIENCE

Founder

SimpleMenu.net

Jan 2026 - Present | Remote

- Founded and operate a live SaaS product helping people with food restrictions find safe places to eat across the US, Canada, and Mexico, owning the product end to end as founder, PM, and developer, built largely with the help of Claude.
- Drove 80%+ menu-item allergen-data coverage among existing customers by designing a structured data collection process for restaurant menus and ingredients to present accurate allergen information to consumers.
- Tracked product usage and user experience with Google Analytics and PostHog, running user research (surveys) and iterating on onboarding funnel/retention improvements based on that data. Improved retention funnel by over 60% by reducing friction and improving UX.

Founder

Independent Software Consultancy

Jan 2005 - Oct 2007 | Guadalajara, Mexico

- Founded and ran a software development consultancy prior to Microsoft as founder and delivery lead, delivering 2 full CRM sites, 3 e-commerce platforms, and 30+ SEO-optimized websites for small and medium businesses.

Software Developer

IBM (Lotus Domino for iSeries Team)

Oct 2007 - Jun 2008 | Guadalajara, Mexico

- Reduced the weekly manual work by 30+ hours by automating the build, deployment, and media validation process for the Lotus Domino product for the iSeries platform.

Professor

ITESO University

Jun 2007 - Jun 2008 | Guadalajara, Mexico

- Professor of "Programming Fundamentals" and "Advanced Algorithm Solutions," designing curriculum and lectures for 30+ students per semester across 2 semesters.

- Coached ITESO teams for the ACM programming contest over 2 semesters, mentoring 30 team members by designing the curriculum, practice exercises, and mock contests modeled on the local competition.

TECHNICAL SKILLS

Programming: C#, .NET, WPF, UWP, C++, JavaScript, CSS, ASP.Net, PowerShell, Python,

Data & Databases: Kusto, SQL Server, MySQL, SQL Azure, Azure Table Storage, SCOPE & COSMOS,

Reporting: PowerBI, Tableau, SQL Reporting Services,

Tools: Azure, Test Automation, Visual Studio, DevOps, Jira, CI Pipelines, GitHub Actions, Jenkins, GitHub Copilot, REST APIs, Power Platform, Microsoft Project, Observability,

Soft Skills: Project Management, Mentoring, Troubleshooting, Research, Experimentation, Leadership Presentation, System Designs, Security Reviews, Data Governance, Incident Management

EDUCATION

- Bachelor of Science in Computer Systems Engineering, ITESO - Instituto Tecnológico y de Estudios Superiores de Occidente

AWARDS AND LEADERSHIP

- Microsoft internal science fair "Golden Volcano" and "People's Choice" awards for Scenario Manager for introducing UI Scenario-based Internationalization and Globalization validation.
- Windows International GM Award "Big Challenges" for Language Quality Game.
- 3rd place in the ACM International Collegiate Programming Contest, Regional Contest for Mexico, Central America, and the Caribbean.
- First place in the ITESM programming Contest.