

Kristopher James Wong

Senior Product Manager | AI Enablement & Agentic Workflows | Microsoft Cloud Ecosystem

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PROFESSIONAL SUMMARY

Senior product manager with 8+ years owning product roadmaps and 15+ years across the Microsoft ecosystem: licensing, M365, Azure, and the CSP channel. Built Surveil's internal AI enablement practice — Claude Code skills, plugins, and deterministic pipelines in daily use by the product and design teams — along with the training that drove adoption. As Product Director, took Navigator from ambiguous concept to a SaaS platform governing **280,000+ tenants** across 50+ partners — 0-to-1 R&D and innovation work, partnering with the CEO and founders on product direction. Co-author of four FinOps Foundation publications. Deliberately pursuing senior IC product work: deep building with company-level influence.

SKILLS

AI-Native Product Practice: Claude Code (daily driver), Model Context Protocol (MCP), agent-based workflows, workflow automation, retrieval-augmented generation (RAG), prompt & context engineering, copilots (M365 Copilot; evaluated Copilot Studio), Figma Make / Claude Design, Azure AI Foundry, responsible AI with security and compliance guardrails, AI training & enablement delivery

Product Strategy & Execution: Research-driven discovery, rapid prototyping & experimentation, PRDs and requirements documents, Shape Up, outcome-based OKRs and success metrics, enterprise roadmap ownership, category creation, commercial & contract modeling

Microsoft Cloud Ecosystem: Azure, Microsoft 365, Cloud Solution Provider (CSP) / Indirect Provider motion, Microsoft Partner Center API, GDAP orchestration, EA / MCA / CSP licensing, End-User Computing (EUC) economics: Windows 365 and Azure Virtual Desktop (DaaS / VDI) licensing and cost modeling, Intune entitlements, multi-tenant governance at 280K+ scale

FinOps & Cost Optimization: FinOps Foundation co-author, Azure cost management, RI / Savings Plan optimization, SaaS FinOps, licensing rationalization, zombie workload identification

Executive & Cross-Functional Leadership: CEO/founder partnership, stakeholder influence across engineering, design, and GTM, C-suite and board communication, NA / EMEA partner enablement, training program design and delivery

PROFESSIONAL EXPERIENCE

Product Director, Navigator | Surveil

Feb 2023 – Present

Own product strategy and the enterprise roadmap for **Navigator**, Surveil's Revenue Intelligence platform helping distributors, resellers, and MSPs monetize their Microsoft customer estates. Partner directly with the CEO and founders on product direction; lead the product management team with stakeholder influence across engineering, design, and NA/EMEA GTM.

AI Enablement & Agentic Product Strategy

- Built the internal AI enablement stack: five deterministic Claude Code pipelines (opportunity briefs, meeting minutes to feature requests, UI/UX prototyping, spec and PRD generation, documentation) in daily use by 8+ product managers and 3 designers, cutting spec and PRD turnaround from weeks to 2–3 days.
- Designed and delivered the training behind that adoption: 3+ large-format sessions plus ongoing hands-on 1:1 coaching, each built around a live problem a colleague brought in.
- Drove the strategy to evolve Navigator into a headless, developer-style platform surface with MCP support so AI agents can operate it directly.
- Evaluated Figma Make and Claude Design hands-on, then developed a context-engineering prototyping method on those learnings that keeps high-fidelity prototypes inside B2B design-system guardrails.
- In beta: an NLP campaign builder that collapses a 16-field configuration task into natural-language conversation, backed by RAG over the proprietary tenant dataset on Azure AI Foundry.

Roadmap, Category Creation & Recommendations

- Created the **Partner Sales Intelligence** category and its multi-year roadmap; the phased framework is now adopted across 50+ partner organizations.
- Designed a Partner Activation Ladder (L0–L4) tying product leading indicators to enterprise sales outcomes, with success metrics reviewed at quarterly executive phase gates.
- Authored the product vision, executive strategy decks, PRDs, commercial models, EULA, and contract structures.
- Shipped a recommendations engine across Surveil's M365 and Azure products grounded in deterministic, auditable evidence chains that stand up to security and compliance review, spanning license usage, RI / Savings Plan strategy, and zombie workloads.

Scale, GTM & Outcomes

- Scaled Navigator from concept to production: **280,000+ tenants** across 50+ partners, paying end-customer organizations up from ~800 to 2,200+, and ~800 monthly active partner users from zero.
- Surfaced **\$5M+ in partner revenue** through Navigator intelligence; a GDAP orchestration method cut downstream partner onboarding from days to minutes and won the majority of new enterprise partners.
- Shipped Bulk Onboarding, Wallet Share Analysis, PEC Reconciliation, and Azure/M365 Takeover Modeling; lead GTM with regional executive leads across NA and EMEA.

Senior Client Success Manager | MetrixData 360

Feb 2021 – Feb 2023

Led the enterprise delivery organization for SAM, FinOps, and Azure managed services; owned the product roadmap for **Synapse**, the firm's delivery platform, alongside the FinOps practice and three delivery consultants.

- Originated the firm's first FinOps Managed Service, growing managed-service ARR from ~\$500K to **\$2.4M+ annually (~380%)** over two years.
- Engaged CIO / CFO / VP-IT stakeholders on M365 and Azure Proof-of-Value campaigns that fed qualified pipeline into the new managed-service motion.

Software Optimization / Licensing Manager | Long View Systems

Nov 2017 – Feb 2021

Productized the SAM consulting practice into **Sync Up**, a managed service that grew from MVP to \$500K+ in annual recurring revenue.

- Owned the Sync Up roadmap; built the reusable tools, templates, and playbooks that scaled delivery from SMB to Fortune-class accounts without proportional headcount growth.
- Authored 25+ Licensing Briefs used by 50+ sellers; led tier-1 publisher negotiations and audit defense engagements that **averted \$50M+ in potential audit fines** in the first 12 months.
- Delivered SAM workshops at *ITAM Review* and *IAITAM* international conferences.

Software Asset Management Consultant | Beaconize Inc.

Jan 2016 – Nov 2017

- Led an Oracle RDBMS audit defense delivering \$15M+ in liability savings, and an IBM engagement for a major financial institution that cut audit-fine exposure by \$20M+.

IT Asset Management Lead | RAPA Consulting

May 2015 – Jan 2016

- Authored an enterprise SAM lifecycle methodology synthesizing ISO 19770-1, Microsoft Operations Framework, and IAITAM practices, adopted as the firm's baseline across 5+ engagements.

Program Manager / Business Analyst | Canadian Medical Association

Apr 2014 – May 2015

- Led a full-operations program review across CMA's business portfolio; the recommendations contributed to the divestiture of MD Financial Management, sold to Scotiabank in 2018 for \$2.585 billion.
- Stood up CMA's enhanced enterprise PMO: 20+ templates, governance model, and intake/prioritization process.

IT Business Relationship Manager / Service Owner | General Dynamics Canada & C4S

Sep 2010 – Apr 2014

- Governed ~\$80M annually in enterprise software assets as Service Owner, leading tier-1 publisher negotiations and audits; delivered \$3.5M+ year-over-year infrastructure savings as program BA.

Business Analyst | Alcatel-Lucent Canada

Jul 2009 – Sep 2010

- Standardized supplier data across 500+ EMS / OEM vendors and led ETL compliance efforts against Telcordia carrier-grade standards.

EDUCATION

Bachelor of Commerce (BComm) — Telfer School of Management, University of Ottawa, 2012

PUBLICATIONS

FinOps Foundation Working Group | Co-author

- [Applying the FinOps Framework to SaaS](#)
- [FinOps for Software as a Service \(SaaS\)](#)
- [Microsoft Licensing Management Guide](#)
- [FinOps for SaaS: Best Practices and Adopting FOCUS](#)

Open Source

- **CorticalStack** (github.com/kriswong1/corticalstack): Obsidian-backed second brain that turns Shape Up product work into AI-native PRDs and agentic specifications coding agents implement directly. The same memory concepts power Surveil's internal meeting-minutes pipeline.

Speaking

- *IAITAM*: "Negotiating a Software Audit" and "Art of War: Winning the Software Audit"

CERTIFICATIONS

FinOps Certified Practitioner (FinOps Foundation), **IAITAM Certified Software Asset Manager**, **ITIL v3 Foundation**, **BRMI Business Relationship Management Professional**