

# Su Min Lee

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## INDUSTRY EXPERIENCE

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### MICROSOFT

#### Product Manager II

Redmond, WA  
August 2021 - Present

##### *Network Security Data Intelligence (Jan 2023-Present)*

- Reduced mean time to incident resolution by **50%** by launching a real-time enterprise infrastructure troubleshooting platform 0 to 1, achieving **75 daily active users** across **13 teams**.
- Improved enterprise network security & compliance with an **86% (110 to 15min)** reduction in detection time by building generative AI-driven agentic solutions & strategic data feed integrations to automate vulnerability assessments.
- Won an org-wide hackathon out of **120+ projects** by designing an AI agent to conduct vulnerability analysis & device detection, improving detection accuracy by **65%** and eliminating **10+ hours/wk** of manual research effort
- Led an org-wide process improvement workshop for **100+ members** and leadership, inspiring an executive planning session.
- Mentored & onboarded **2 interns & 1 new hire**, improving team retention and productivity.

##### *Business Process Management (Aug 2021-Jan 2023)*

- Defined new UI/UX requirements for an enterprise business process management tool's v2 launch, boosting user NSAT by **27%**.
- Accelerated MVP launch by **1.5 months** by **hiring & managing 2 senior design contractors** and working cross-functionally between engineering, finance, & design.
- Increased user engagement by **12%** and onboarded **400+ business processes** by designing & launching a change management feature to improve process governance & operational efficiency.

### MICROSOFT

#### Product Manager Intern

Redmond, WA  
June 2020 - August 2020

- Designed and prototyped an **improved UI & site architecture** using Figma for an enterprise asset management platform, securing user and executive approval
- Represented the Korean intern class on the Korean Employee Network's Diversity Board & organized community initiatives.

### INTERNET BUSINESS JAPAN

#### Full-Stack Software Developer Intern

Tokyo, Japan  
June 2019 — August 2019

##### *Web development & education startup based in Tokyo that offers training & resources to cultivate web development professionals*

- Modernized the codebase of the company's administrative portal by migrating from Perl to Python and implementing a simplified data architecture, improving performance and maintainability.

## EDUCATION

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### HARVARD UNIVERSITY

B.A. in Computer Science; GPA: 3.83

Cambridge, MA  
Aug 2017 - May 2021

#### The Harvard Crimson (Opinion Editorial Writer, Blog Writer & Staff Recruiter)

- Wrote & published **10 editorial articles** and **20+ blog articles**, totaling **500+ reads**.
- Led recruitment process for **12 new blog writers** and edited **48 pieces** for 2 semesters.

## PROJECTS & ACTIVITIES

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**MENTAL HEALTH IN TECH DATA VISUALIZER (Developer & Storyboarder, Nov 2020):** Designed & developed a **data visualization web app** demonstrating gender & mental health trends in the tech industry using D3.js and JavaScript.

**MICROCHEF (Team Lead, Aug 2020):** Led a team of **9 interns** to launch an online cookbook of crowdsourced recipes showcasing the diversity of Microsoft's remote intern class, curating **22 recipes**.

**AGARAM PHOTO APP (UX Designer, July 2020):** Designed an **end-to-end Figma prototype** for a **mobile app UI flow** supporting underprivileged students in India, as part of the **Microsoft Global Hackathon**.

## SKILLS & INTERESTS

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**Skills:** Azure DevOps, UI/UX design (Figma, wireframing, prototyping), technical writing, Kusto, Python, HTML, CSS, React

**Interests:** Writing, crochet, dance