

Dipak Boyed

Engineering Leader | AI Platforms | Enterprise Cloud

github.com/dipakboyed | dipakboyed.github.io/resume

EXECUTIVE SUMMARY

Data-driven engineering leader with experience at Microsoft and Amazon. Scales multidisciplinary teams and delivers AI platforms, enterprise cloud services, distributed systems, and developer tools for millions of users.

CORE SKILLS

Leadership Global engineering organizations, executive communication, cross-functional delivery, vendor and budget ownership

AI and platforms Agentic AI, LLM integration, Microsoft Agent Framework, Foundry, Dynamics 365, Dataverse, PowerFx

Cloud and data Azure, AWS, SAP, Oracle, microservices, resiliency, Kusto, Azure Data Factory, Synapse, ETL

Engineering C#, Java, C++, Python, TypeScript, React, APIs, infrastructure as code, CI/CD, Playwright, Jest

PROFESSIONAL EXPERIENCE

Director of Engineering, Microsoft

BPO AI Toolkit, Engineering Enablement and Operations | Redmond, WA | August 2025 - Present

- Founded the BPO AI Toolkit team, a reusable agent platform for AI-first business operations across Operations, Sales, Learning, and Commerce.
- Shipped DocumentIQ, VideoIQ, Skills Evaluator, and a PowerFx rules engine, with over 50% less human touch and 26% automation coverage for prioritized BPO tasks.
- Scaled the toolkit to process over 130,000 licensing and revenue cases and 115,000 documents each quarter, cutting audit cycle time by 50%.
- Automated about 65% of enterprise agreement submissions and launched DocumentIQ and VideoIQ as public Azure Marketplace offers.
- Drove 89% dedicated GitHub Copilot usage and reduced pull request completion time by 55% through telemetry and review automation.
- Built an AI pull request review service and a DRI agent that runs 45 KQL queries and reduces live-site root cause analysis from hours to minutes.

Director of Engineering, Microsoft

ERP Platform and Data Services, Commerce Financial Platform | Redmond, WA | March 2024 - August 2025

- Directed five platform teams with over 100 engineers, site reliability engineers, and 200 vendors across Azure, Microsoft 365, and Nuance.
- Migrated the SAP platform to S/4HANA and RISE, and modernized ERP data pipelines for the Finance Data Lake.
- Reduced annual Azure spend by 30% for a transaction platform that processes over \$6 billion in invoices with 99.99% reliability.
- Simplified Azure enterprise commitment contracts that support \$80 billion in new commitments each year.
- Launched anomaly detection across SAP service lines and reduced time to detect by 75%.

Group Engineering Manager, Microsoft

Education Experiences, Microsoft 365 and Teams | Redmond, WA | December 2017 - March 2024

- Led software, data, and machine learning operations teams in the United States, Canada, and Serbia for products with over 100 million monthly users.
- Launched generative AI features for teachers and Learning Accelerators that personalize student learning.
- Delivered Microsoft Teams education applications, Immersive Reader, Reading Progress, and other inclusive classroom tools.
- Managed a \$5 million annual vendor budget and reduced operating costs by 25%.

Software Engineering Manager, Amazon

Last Mile Technology, Transportation and Logistics | Seattle, WA | January 2016 - December 2017

- Owned four Tier 1 AWS services and web applications for last-mile delivery tracking.
- Built a Prime Now exception management platform that automated delivery assignments and improved efficiency by 33%.
- Migrated a Tier 1 Oracle service to Amazon DynamoDB and Elasticsearch.

Principal Software Engineer, Microsoft

OneNote, Developer Experiences, Licensing, and Office | Redmond, WA | 2004 - 2016

- Led engineering work across OneNote, Office services, developer productivity, setup, and licensing.
- Launched the OneNote Importer for Evernote, OneNote REST APIs, and Office Lens support for OneNote.
- Built a .NET test automation framework used by Office and SharePoint.

EDUCATION AND CERTIFICATIONS

Master of Science (M.S.) in Computer Science | University of Washington, Seattle | 2008

Bachelor of Science (B.S.) with Honors in Computer Science and Physics | The University of Texas at Austin | 2004

Selected certifications: Implementing Agentic AI Features, 2025; Databricks Large Language Models, 2023; Machine Learning Specialization, 2022

PATENTS AND SELECTED PUBLICATION

- Patent pending, "Rubric Engine(s) for Generation of Assessment Frameworks", with C. Sheets et al.
- US Patent 7,996,518, "Detecting Machine Utilization Activity"
- US Patent 7,673,178, "Break and Optional Hold on Failure"
- Publication, "Experimenting in Enterprise and EDU Settings", MLADS Conference