

Fernando Abreu

fefoabreu.me github.com/fefoabreu linkedin.com/in/fefoabreu

✉ fefoabreu@gmail.com 📞 804.773.5483 📍 Richmond, VA

PMP CSPO CSM ITIL CMMI MBA



OBJECTIVES: TECH PM, APPLIED-AI, DELIVERY EXCELLENCE, PRACTICE LEADERSHIP

25-year IT career with a decade at Microsoft leading Azure Cloud and AI delivery for Fortune 500 enterprises, now in the Frontier/FDE model, driving Idea to Design with Applied-AI and program managing Code to Launch with engineering and product teams. A Technical Program Manager rooted in software engineering who does not stop at the deck: personally designs and ships agentic systems (PRDs, SDDs, agent graphs, MCP tool use, RAG over curated data, evals and human-in-the-loop governance). Drives 0→1 from first principles and design thinking, turning an ambiguous problem into a hi-fi, clickable prototype before any production code, then leads cross-functional teams of engineers, architects and vendors through Agile, SAFe and hybrid delivery to launch.

KEY PROFESSIONAL SKILLS

Applied-AI Delivery & the Frontier/FDE Model: 10 years at Microsoft delivering Azure Cloud, AI and Copilot programs for Fortune 500 clients. Works forward-deployed, embedded with customer engineers to take an ambiguous problem from Idea to Design, then program manages Code to Launch with engineering and product teams. End-to-end lifecycle ownership: scope, schedule, budget, RAID log, governance, and enterprise data-architecture and security alignment.

Agentic Architecture: Designs and builds the systems, not just the plan. Agent graphs and stateful orchestration (LangGraph, Claude Agent SDK), MCP connectors and function calling for deterministic tool use, RAG grounded in curated golden datasets, multi-provider routing across Claude, GPT and Gemini, and regression evals plus human-in-the-loop verification as release gates.

0→1 from First Principles: Decomposes a problem to its irreducible parts, then uses design thinking to reach a hi-fi, clickable prototype stakeholders can react to before production code exists, compressing discovery-to-alignment from months to days and giving engineering a spec it can build against rather than a document to interpret.

Stakeholder Management & Program Governance: Translates complex technical concepts into clear updates for executive stakeholders. Manages plans, milestones, dependencies, budgets, risks and change requests; tracks OKRs, KPIs and delivery health in Monthly Business Reviews across Scrum, SAFe and hybrid models using Azure DevOps.

Pursuit Leadership & Go-to-Market: Intake, design and approval of consulting solutions driving deal velocity through technical proposals, WBS, staffing plans, pricing models, Statements of Work, Work Orders and Amendments. Manages P&L health, forecasting and CSAT alongside sales and delivery executives.

KEY ACTIVITIES & PROGRAMS

Azure Platform, Copilot & Analytics Delivery: Plans and manages end-to-end delivery of Azure data platform, analytics and AI initiatives across Azure OpenAI and AI Foundry, AI Search and RAG, Microsoft Fabric and Copilot rollouts, from roadmap and WBS to go-live.

Prototype-Led Discovery: Replaces requirements-by-committee with a working artifact: first-principles framing and design-thinking workshops that land on a hi-fi prototype, so scope, architecture and success criteria are agreed against something people can click.

Evals, Guardrails & Responsible Deployment: Treats AI features as testable systems: regression evals before rollout, human-in-the-loop verification on model confidence, grounding in vetted data to control hallucination, plus secrets, audit and governance designed in from the start.

Globalization & Localization at Scale: Ships product in every market, not just English: String Catalogs and locale-aware formatting on Apple platforms, RTL and pseudo-localization audits, machine-translation post-editing through vendors, and retrieval grounded in vetted terminology so quality holds across every language and market.

KEY ACHIEVEMENTS

- ★ Azure Cloud and AI, M365 and Dynamics implementation programs for Fortune 500 clients at Microsoft Professional Services
- ★ Fluent in AI-driven solutions and agentification, powering portfolio-wide, data-driven decisions
- ★ Landed and championed a multitude of Global Programs enabling nearshore and offshore software factory, Agile adoption, CMMI implementation, Risk Management and Lessons Learned, consulting deal and delivery process automation, IP harvesting, OKR/KPI telemetry and project health reviews
- ★ Built a Modern Applications professional services practice from the ground up, leading a group of 22 people at peak and delivering services to U.S. Postal Service, Schlumberger and HangIT

TECHNICAL SKILLS

Practices

First Principles Design Thinking
0→1 Prototyping Agile / Scrum SAFe
SDLC CMMI DevOps

Applied-AI Frameworks

Claude Code Claude Design LangGraph
Tool Use · MCP RAG & Retrieval
Evals & HITL

Azure & Cloud

Microsoft Copilot Copilot Studio
Azure OpenAI · AI Foundry Azure AI Search
Microsoft Fabric Azure DevOps

Data & Analytics

Azure Data Lake Power BI

Leadership

Cross-Functional Orchestration
Stakeholder Management Change Management
Risk Management Quality Assurance

Business

Technical Presales Portfolio Management
Complex Deal Governance SOW Design

ANCHOR ACCOUNTS

AT&T AWS Chevron Disney ExxonMobil
FedEx Ford NBA NFL Nike T-Mobile
Verizon Coca-Cola Electronic Arts GM-Cruise
WarnerBros. PepsiCo Lumen Domino's

PARTNER NETWORK

3Cloud Accenture Avanade Blue Yonder
Capgemini Cognizant Covenant Deloitte
IBM-Kyndryl Infosys Vitalyst Wipro

PROFESSIONAL EXPERIENCE

Microsoft · 10 years July 2016 – Present
Principal Technical Program Manager · Richmond, VA
Leads end-to-end technical program management of Azure Cloud, data platform and AI initiatives for Fortune 500 clients, increasingly in a Frontier/FDE model, embedded with customer engineering to take problems from Idea to Design, then driving Code to Launch with product and feature teams. Architects the agentic layer hands-on: agent graphs and orchestration, MCP tool use, RAG grounded in curated data, model routing, and regression evals with human-in-the-loop verification as release gates, including companion agents (Delivery, Pursuit, Sales) now used for portfolio-wide monitoring. Coordinates engineers, cloud architects, analysts and vendors via Azure DevOps across Agile and SAlFe; owns plans, milestones, risk registers, budgets and executive communication, tracking OKRs, KPIs, P&L health and CSAT across a multi-million-dollar portfolio.

Dexian-Disys · 6 years Nov 2010 – Jun 2016
Practice Manager, Application Development · Washington D.C. Metro
Head of delivery, technical sales prospecting, and oversight of all operations and projects under the Practice. Built a Modern Applications professional services practice from the ground up leading a group of 22 people at peak delivering services to U.S. Postal Service, Schlumberger and HangIT. Full lead-to-order and order-to-cash process ownership. Forecasting, strategic planning, contracts closure and sale profitability analysis.

Meta Brasil · 8 years Sep 2002 – Oct 2010
Dev Lead → IT Consultant → Technical Program Manager · Porto Alegre, Brazil
Designed and enhanced IT consulting service offerings, project management and sales prospecting for software development projects, implementation of management methodologies, outsourcing operations, and counseling clients for optimized IT & Business integration via PMO.

Dinamize Web Systems · 4 years Aug 2000 – Jul 2004
Full Stack Software Engineer · Porto Alegre, Brazil
Where it all began. Built client-server and web-based applications using Delphi, Visual Basic, ASP.NET, and SQL Server. Developed foundational skills in database administration, UX/UI wireframing, and product engineering.

EDUCATION

Master's in Business Strategy Unisinos · Magna cum laude · 2011	B.S. Computer Science PUC-RS · Summa cum laude · 2007
Associate's in Software Engineering Escola Técnica Santo Inácio · 2002	

LANGUAGES

English · Portuguese	Native	French	Proficient
Spanish	Conversational		

CERTIFICATIONS

PMP Project Management Institute
CSPO · CSM Scrum Alliance
ITIL Exin
CMMI SCAMPI A & B SEI Carnegie Mellon

APPLIED-AI PLATFORMS

**Career Coach**
LIVE
Choose your journey, score your resume, get interview ready

**WatchUWatchin+**
BETA
Social app across iPhone, Watch and Apple TV

**PoMme 48°**
PROTO
AI-driven GILT platform run by the g48t agentic engine

**Fan Engagement**
DEMO
Device Simulator and Azure architecture reference

ENDORSEMENTS

"Fernando is one of the most knowledgeable and effective resources I have come across in my +20yrs at MSFT. Your approach and structured working style keeping Team on point for the multitude of tasks and approvals it takes is SUPER. VERY few can accomplish this."
Adam R.
Account Delivery Executive · Microsoft

"I have unwavering confidence in everything you do. I have witnessed your exponential growth over the years. You are intentional, focused, and do not shy away from challenges. I genuinely see you as a leader in your field."
Dawna C.
Enterprise Account Delivery Lead · Microsoft

"Strong technical acumen and genuine depth in AI, including testing, evaluation, and applied projects. An excellent communicator, effective at engaging stakeholders at all levels, who builds buy-in and shows real curiosity about the business and the team."
Stephen W.
Senior Leader · Microsoft

"Fernando and I are on the same page 99% of the time, which makes it really easy to work through issues when they arise. He is a very collaborative partner and is genuinely interested in coming up with acceptable solutions to very difficult challenges, often in extremely tight timelines."
Joe N.
Architect Manager · Microsoft

INTERESTS

- "That One Picture": amateur photography
- "Project Footprint": 30+ countries visited
- Water Sports, Skiing, 10k Running, HIIT
- F1, Broadway, Major Leagues, World Travel
- "The Book of Alessia Faye": Girl Dad
- Reading: J. Grisham, M. Gladwell, W. Isaacson
- Pet parent (Doce & Salgada)
- Podcasts: How I Built This, Passe Completo Rádio!
- Personal finances and real estate portfolio