

Don Wall | Business Program Manager

Strategic Thinking, Meaningful Impact – This Is My Work in Action

My story

From the small-town spirit of **Upstate New York**, where I attended **Niskayuna High School** and earned my degree from the **College of Saint Rose**, I always dreamed big. That dream led me across the country, inspired by my uncle's path to **Microsoft**.

My journey began in **retail**, where I developed an enduring passion for **world-class customer service**. That early experience taught me that **people are the most important part of any job**.

I entered corporate America through roles at **Safeco** and **T-Mobile**, contracting with **Xversity** in Seattle, WA. Soon after, I joined T-Mobile as a **Business Systems Analyst**, all while earning my **MBA from the University of Phoenix**.

Then came the leap into Microsoft. I started as a **Technology Solutions Manager** through **Securitas**, traveling the globe to launch **Security Operations Centers** in data centers. But it was my next role that truly sparked my purpose — working as a vendor through **Red Cloud Consulting**.

At Microsoft, I found my calling: **leading and supporting people-centered programs**. I discovered the impact of **formal mentorship**, launching and growing mentorship initiatives across the company. I bring **clarity to ambiguity**, work closely with **stakeholders to drive informed decisions**, and create **meaningful content** that empowers both **program teams** and **communities**.

Today, I'm a **Business Program Manager** known for:

- Standing up programs with **rigor and discipline**
- Leading with a **people-first mindset**
- Driving **organizational efficiency**
- Using tech to enable **productivity hacks**
- Speaking on topics like **mentorship, leadership, and event planning**
- I'm a **motivated self-starter**, but I believe that **when we work together, we go farther, faster**.



My experience

- **Location:** Seattle, WA
- **Title:** Business Program Manager
- **Experience:**
 - 2022-2025 | Microsoft
 - 2020-2022 | Red Cloud Consulting (Microsoft)
 - 2011-2019 | Securitas (Microsoft)
- **Education:**
 - University of Phoenix (Masters)
 - College of Saint Rose (Bachelors)

A FEW THINGS ABOUT ME

Family First: I'm a proud husband to an amazing wife and a dad to an incredible gymnast that inspires me every day.

Hobby: I collect vinyl records. I like obscure Soul music from the 1970s.

Favorite Book: 365 Days of Stoicism by Ryan Holiday

Favorite Food: Anything Mexican (Mole, Please!)

Favorite Quote: "Nobody cares how much you know until they know how much you care." Theodore Roosevelt

Tech-Savvy. People-Centered. Results-Driven

As a **Business Program Manager**, I'm known for being a **subject matter expert** who brings clarity, structure, and energy to every program I lead. I leverage **technology to boost productivity**, scale best practices, and streamline operations, always with people in mind.

Outside of core work, I dive into **passion projects** to explore new apps, learn emerging tech, and fuel my love for **AI**.

"I'm always seeking the best solution to optimize the experience, for customers, teams, and the business."

Skills

Strategic Thinking

1 2 3 4 5

Program & Project Management

1 2 3 4 5

Cross-Functional Collaboration

1 2 3 4 5

Communication & Storytelling

1 2 3 4 5

Change Management

1 2 3 4 5

Data-Informed Decision Making

1 2 3 4 5

Operational Excellence

1 2 3 4 5

Growth Mindset & Adaptability

1 2 3 4 5

Technology

Generative AI

1 2 3 4 5

Automation

1 2 3 4 5

Event Management Apps

1 2 3 4 5

SharePoint

1 2 3 4 5

M365 Office Suite

1 2 3 4 5

Adobe Illustrator

1 2 3 4 5

Video Editing Apps

1 2 3 4 5

Internal Social Media

1 2 3 4 5

My Story: Where I'm coming from

2024-2025

Microsoft I Business Program Manager

- Executive Office of Cloud + AI
- Leadership team for Blacks at Microsoft I Cloud + AI
- ✓ Led programs at the org level and company wide.
- ✓ Hosted the first-ever MECx workshop for Blacks at Microsoft Manager Community.
- ✓ Created and led large-scale, companywide mentorship programs—driving a 150%+ increase in engagement, scaling participation from 300 in FY24 to over 700 globally in FY25.

2022-2024

Microsoft I Business Program Manager

- Program Communications & Communities
- Leadership team Blacks at Microsoft
- Azure Core Day of Learning
- Our Way of Work
- ✓ Led and supported programs at the org level and company wide.
- ✓ Played a vital role in hosting the first-ever Manager Day event for Cloud + AI.
- ✓ Created and scaled framework to manage a mentorship program to over 20 groups companywide.
- ✓ Led MECx workshops for Cloud + AI Managers.

2020-2022

Microsoft I Business Program Manager

- Azure BEST
- Blacks at Microsoft Program team
- Red Cloud Consulting (Vendor)
- ✓ Launched and supported the Technical IC Leadership Community (TICLC).
- ✓ Led Career Jam mentorship events in Azure Core.
- ✓ Formalized a monthly sync with mentorship program leads.
- ✓ Led a formal mentorship program for Azure Office of the CTO.
- ✓ Hosted kickoff events and speaker series talks.

2011-2019

Microsoft I Technology Solutions Managers

- Data Center Physical Security I Securitas
- ✓ Supported a global team of 30 FTEs and 20+ vendors across APAC, EMEA, and the U.S.
- ✓ Led response efforts for all software outages, ensuring swift resolution and communication.
- ✓ Set up Security Operations Centers in Microsoft Data Centers worldwide.
- ✓ Managed purchase orders for computer equipment, ensuring timely and accurate procurement.

What I do as a Business Program Manager

- **Build Strategic Work-Back Plans**
Drive initiatives forward with clear timelines, accountability, and execution frameworks.
- **Host Monthly Program Team Syncs**
Facilitate alignment, updates, and collaboration across cross-functional teams.
- **Lead Onboarding Efforts**
Design and deliver onboarding experiences to ramp new team members and contributors.
- **Create & Manage Standard Operating Procedures (SOPs)**
Build clarity and consistency through scalable documentation and process refinement.
- **Coordinate Org-Wide Communications**
Develop and deliver communications that keep stakeholders informed, engaged, and aligned.
- **Own SharePoint, Teams & Viva Engage Spaces**
Design and manage digital hubs that foster collaboration, community, and resource sharing.
- **Plan & Host High-Impact Events**
Deliver engaging in-person and virtual events, including **program kickoffs, speaker series, Career Jams, Town Halls, and AMAs.**
- **Lead Formal Mentorship Programs**
Design, scale, and measure mentorship initiatives that empower employee growth and connection.
- **Build Strategic Work-Back Plans**
Drive initiatives forward with clear timelines, accountability, and execution frameworks.
- **Run Focus Groups & Evaluate Program Performance**
Collect insights and assess impact to drive continuous improvement in programs and events.
- **Partner with Stakeholders Across the Org**
Align on goals, deliverables, and outcomes to ensure program success.
- **Write Clear, Strategic One-Pagers**
Craft concise overviews to introduce new initiatives and secure stakeholder buy-in.
- **Leverage Generative AI & Build Copilot Agents**
Explore innovative tech solutions to automate, scale, and enhance productivity.
- **Provide Mentorship Consulting**
Guide teams and leaders on launching and sustaining effective mentorship strategies.
- **Use Dashboards to Drive Informed Decisions**
Surface insights, track progress, and support data-driven storytelling.
- **Coordinate Cross-Org Collaboration**
Build bridges between teams and functions to deliver unified programs at scale.
- **Manage Global Partnerships**
Nurture international relationships to ensure smooth execution across regions.

Building Bridges, Breaking Barriers: My Journey in Diversity & Inclusion

My involvement

- Leadership team member of Blacks at Microsoft (2022–2025), attending weekly strategy meetings.
- Led formal mentorship programs specifically for the Black employee community.
- Orchestrated impactful workshops, speaker series, panel discussions, and networking kickoff events.
- Delivered talks on leveraging mentorship to activate personal and organizational D&I commitments.

My Journey with Diversity & Inclusion:

- Discovered my biological heritage through a personal search, leading to meaningful connections with my grandmother and uncle.
- This deeply personal experience fueled my passion for identity, belonging, and the importance of inclusive environments.
- My journey highlights how connection and understanding shape authentic diversity work.

Global Perspective & Relationships:

- Experienced working across Singapore, Amsterdam, Ireland, and throughout the US.
- Built strong partnerships at Microsoft spanning India, Europe, and Asia, fostering cross-cultural collaboration and inclusion.
- Leveraged global insights to enrich D&I initiatives with diverse perspectives and best practice.

Objective & Purpose:

Committed to fostering inclusive communities and empowering underrepresented groups through leadership and mentorship.

Actively engaged in creating meaningful opportunities for connection, learning, and growth within diverse communities.

Advocate for using mentorship as a powerful tool to drive authentic commitment to D&I.

Leadership Rooted in Community: Shaping a Culture of Excellence

Program Management

- Led 30+ global events for Cloud + AI at Microsoft, blending empathy and precision to deliver impactful, purpose-driven experiences at scale. Program owner for C+AI Management Excellence and the Technical IC Leadership Community.

Strategic Thinking

- Spearheaded the first cross-org Management Excellence discovery session in Cloud + AI, breaking silos to drive alignment, surface unmet needs, and inform executive strategy.

Customer Obsession

- Created and scaled a global mentorship program for Microsoft managers, growing participation 150% (170 to 700+) by listening deeply, refining through feedback, and delivering with purpose.

Growth Mindset

- Championed mentorship and inclusion at Microsoft, mentoring across companywide programs and delivering talks to empower others, accelerate growth, and foster shared success.

Collaboration & Influencing

- Drove enterprise-wide impact at Microsoft by building a mentorship framework adopted by 20+ teams, powering MentorHub and saving \$10K+ through scalable, trust-driven leadership.

Cultural Fit & inclusive Environment

- Amplified equity at Microsoft by co-leading BAM initiatives, advising the CVP quarterly, and launching the first-ever MECx for managers, embedding belonging into culture and career growth.



Programs That Work. People Who Thrive. Outcomes That Matter

Why You Should Hire Me

- I bring a unique combination of **people-first leadership**, **program execution discipline**, and a **tech-obsessed mindset** that aligns perfectly with what leading companies need in a Business Program Manager.

5 Reasons I'm the Right Fit for Your Team

- **I'm a Builder** – I thrive in ambiguity, standing up programs from the ground up with structure, intention, and measurable outcomes.
- **I'm Tech-Driven** – From AI to automation, I use technology to drive scalable solutions, productivity hacks, and program efficiencies.
- **I'm People-Focused** – I've led companywide mentorship and culture programs that help employees connect, learn, and grow.
- **I'm a Strategic Partner** – I work closely with stakeholders to turn insights into action, build trust, and deliver results.
- **I Deliver with Rigor** – I bring discipline to everything I do, hitting deadlines, creating meaningful content, and making sure nothing falls through the cracks.

Contact | Resources



Email: donr_wall@outlook.com



Mobile: (518) 779-4144



About Me: Don-Wall.com



LinkedIn: <https://www.linkedin.com/in/donwall206/>

