Luis Cabanillas

Sr. Technical Program Manager

PROFILE

Senior Technical Program Manager with over 10 years of experience in software engineering and infrastructure program management. Proven track record of leading large-scale, cross-functional initiatives in cloud infrastructure, developer tooling, and CI/CD systems. Currently driving Release Infrastructure and Feature Flag Automation for Microsoft Teams, with a focus on scalable delivery, technical debt reduction, and cross-cloud parity. Known for strategic thinking, system-level ownership, and stakeholder alignment at all levels.

LATEST EXPERIENCE

Apr 2021 - Present
Sr. Technical Program Manager @ Microsoft

- Own Release Infrastructure and Feature Flagging systems for Microsoft Teams Desktop and Web clients, supporting thousands of engineers.
- Led the rollout and 3x adoption growth of a new feature flag automation tool, reaching 93% usage across Teams in under 6 months.
- Drove automation of feature flag retirement, reducing manual release touchpoints from 5+ to 1 with a burn-in/bookend PR system.
- Spearheaded release readiness and rollout tooling for Governments Sovereign Clouds, achieving parity with commercial clouds.
- Launched early-stage integration of smart rollout/rollback infrastructure with AI-based anomaly detection and exception handling.
- Partnered with cross-org stakeholders to design a unified quality gate enforcement platform aligned with security and compliance goals.
- Recognized by leadership for setting a standard in reporting, strategic alignment, and scalable impact across multiple TPM-led initiatives.

May 2019 - Apr 2021
Technical Product Manager @ Expedia Group

- Owned technical product delivery for multi-functional projects for multiple delivery teams while driving team velocity in the Lodging Partner Services group.
- Led initiatives across UX teams, product teams, technical partners, development teams, and other business partners to understand and document business requirements and design innovative technical solutions that create customer value.
- Led and managed a collection of projects, including active mitigation of risks to scope and schedule, status updates to leadership stakeholders and other teams, management of trade-offs to drive satisfactory completion of products and projects

Jan 2015 - May 2019
Project/Program Manager and Scrum Master @ Accenture

- Led the Production Support team for the myT-Mobile.com platform, driving incident response for critical and major issues at the application level. Drove the team to go from 100+ open defects to a historic-best of ten open defects consistently.
- Drove two Data Science teams at Cisco to implement statistical models and data visualizations to predict 80% of customer escalations related to product quality, driving proactive action and decision making from executives and business stakeholders.
- Led the most extensive implementation of Microsoft Dynamics 365 in the world by owning cross-functional software delivery as a Program and Project Manager, translating business requirements into systems solutions to enable Best Buy's 2020 vision.

Other Previous Experience

Nov 2013 - Jan 2015
Project Manager and Scrum Master @ Tiempo Development

Sep 2012 - Nov 2013
Lead Software Engineer @ Global VoIP

Sep 2011 - Sep 2012
Software Engineer @ Lennken Group (Freezecode Networks)

Oct 2010 - Jul 2011
Freelance Software Engineer

CONTACT

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EDUCATION

2011
COMPUTER SYSTEMS ENGINEERING
Bachelor's Degree
Universidad del Valle de México

MAIN SKILLS

Program Strategy & Execution

Cross-org Leadership & Communication

Executive Stakeholder Management

Roadmapping & Prioritization

Risk & Change Management

Release Infrastructure / CI/CD

Scalable Rollout Automation

Safe Deployment Practices

Sovereign/Government Cloud Readiness

Infrastructure as Code (IaC)

Observability & Telemetry Systems

AI-assisted Rollouts & Troubleshooting

Automation & Operational Efficiency

Security, Privacy & Compliance Integration