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PROFILE SUMMARY

Target Role: Leadership role in product / program management, transformation, or AI solutions

Strategic product executive with 15+ years leading digital transformation and enterprise-scale program delivery. Hands-on experience with cutting-edge AI-powered product innovation, including AI / Machine Learning, agentic orchestration, and product vision roadmaps. Proven success in recruiting and leading high-performing teams, navigating complex ecosystems, defining KPIs, and delivering measurable impacts. Trusted advisor to C-level stakeholders with deep expertise in order-to-cash ERP systems, Deal Management, M&A, Learning & Development, EdTech SAAS solutions, workforce enablement, and change management.

CORE COMPETENCIES

- Product & Program Management
- AI/ML Product Strategy
- Business Analytics
- Enterprise Program Leadership
- Digital Transformation
- UX / CX design
- OKR Development
- Learning & Development; Skilling
- Portfolio Planning (IT)
- Change Management & Adoption
- ERP, CRM
- Low-Code Platforms / Vibe Coding

LEADERSHIP EXPERIENCE

Strong Tower Consulting (Tier-1 Supplier for Google and Microsoft)

Oct 2020 – Present

Vice President, Consulting Services

- Product management consultant / Scrum of Scrums Leader - Partnered with the Microsoft WW Learning organization to define product strategy, establish core program structure, and deploy an MVP skilling platform with an AI coach, simulated live environment, and LinkedIn Learning integration.
- Drove 250K MAUs for online credentialing/assessment tool, deployed globally.
- Designed and deployed program to improve certification renewal rates by 30%, including custom BI solution.
- Managed partnership with LinkedIn Learning to launch two pilots: Microsoft Essential Certificates in AI and Cybersecurity. Content is rated at 4.7 stars. Additional Essential Certificates to follow the pilots.
- Created partner strategy to reach 100M learners; designed toolkits, KPIs, and roadmaps for EdTech expansion.
- Account Management: Led 25-person team assigned to various programs across multiple product teams.

T-Mobile

Apr 2019 – Aug 2020

Post-Merger Transformation Consultant

- Led technology deployment and identity automation for 40K+ employees post-Sprint acquisition.
- Designed and launched flagship B2B product (UCaaS); managed pilots, UX feedback, performed ROI analysis, and owned executive communications.
- Deployed low-code platform for internal apps; accelerated time-to-value 4x and avoided \$1M in legacy costs.
- Built executive dashboard for operational health metrics across collaboration and productivity tools.
- Advised T-Mobile leadership on productivity solutions including supply chain management for Cisco collaboration hardware/software, enterprise telephony, and video conferencing solutions.

Microsoft**2010-2018***Director, Microsoft Consulting Services HQ*

- **Product Management:** Managed product team to deploy a global resource management solution for 20K+ technical staff. Developed process flows and user stories; drove adoption and improvements with workforce and data science teams. Implemented AI/ML supply & demand models boosting forecast accuracy by 20%.
- **Deal/Contract Management:** Owned contract automation solution, achieving full adoption, global policy standardization, 20% faster deal processing, and 10% fewer losses; product is now a leading SAAS solution.
- **Portfolio Management:** Led portfolio management and business architecture for Microsoft Services (\$6B revenue, 22,000 staff, \$200M budget). Accountable for investment decisions, strategic initiatives, and data-driven frameworks. Created portfolio roadmaps and executive communications.
- **Program Management:** Directed next-gen skills repository and Learning & Development strategies. Led Functional Consultants on Dynamics ERP deployment for \$6B Professional Services org, transitioned to SAP.
- **Business Architecture:** Defined future-state architecture, capability models, and maturity assessments, advising major investments for agility and intelligence.

Microsoft**2004-2010***Sr. Product Planner and Program Manager*

- Initiated \$3M+ collaboration and knowledge management platform; secured C-level sponsorship and global adoption. Regular presenter to external customers, including U.S. Secret Service and large energy companies.
- Built and scaled Services Technical Communities hub, reduced rework and improved delivery excellence.
- Moderated governance council for KM tools; prioritized features and drove adoption across 20K+ members.
- Designed BI/reporting solutions and defined system integration touchpoints.

Excell Data Corp**2002 – 2004***Product Manager (Contract to Microsoft)*

- **Product Management:** Oversaw internal tool launches, set KPIs, managed requirements, stakeholders, communication, deployment, data migration, and user testing.
- **User Experience Design:** Led UI/UX design, collaborated with engineering and vendors to enhance usability.
- **Business Intelligence:** Developed BI solutions and system integration points.

p2x (Seattle)**1999 – 2001***Product Manager*

- Led development of a VC-backed automated print media advertisement solution, conducted user research, defined product specs, built prototypes, and coordinated design. Owned GTM planning.

EDUCATION & CERTIFICATIONS

- B.A. Communications, University of Washington
- Microsoft Azure AI Essentials Professional Certificate
- Graduate Coursework, Henry M. Jackson School of International Studies
- Certifications: Agile/SAFe, Design Thinking, Six Sigma, Prosci/ADKAR
- Executive Training: Kellogg School of Management – Customer Insight Leadership, Org Change Management

RECOGNITION & CREATIVE PURSUITS

- Microsoft Bench Program (Top 3% of employees, multiple years)
- Great People, Great Performance – Annual & Quarterly Winner
- Former HOA President, Norwood Village Corporation (2020–2023)
- Solo Piano & Commercial Music Artist: gregorylangmusic.com