Surya Vaidyanathan

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Profile

Principal Product Leader with 16+ years driving B2B SaaS platform innovation at Microsoft and SAP Concur, with deep expertise across spend management, invoicing, and Quote-to-Cash systems. Shipped Microsoft's first production Agentic AI system — the T&E Approvals Agent, featured in Satya Nadella's keynote — improving accuracy from 60% to 95% and delivering $3M in annual productivity savings. Combines strong product judgment with cross-functional execution — uniting engineering, design, and GTM to build AI capabilities that translate into durable customer impact and user productivity.

Work Experience

01/2020 — 07/2025

Principal Product Manager, Dynamics 365
Microsoft

- Owned product strategy for the T&E approvals workstream within Dynamics 365's Agentic AI system built on Copilot Studio with RAG-grounded Dataverse for audit-compliant responses, featured in Satya Nadella's keynote, delivering $3M in annual customer savings, 19.5K hours of productivity gains, and a 20% reduction in DSO
- Built a live proof-of-concept showing LLM-based risk classification could flexibly handle approval rules that vary by team and industry — avoiding the escalating engineering cost of hard-coded rule-building — and drove engineering conviction toward agent-first design
- Defined RAG grounding strategy and system prompt guardrails — iterating on instructions, metadata, and agent knowledge to boost T&E agent output accuracy from 60% to 95%
- Implemented human in the loop (HITL) review gates to route 100% of high-risk approvals to managers
- Championed agentic thought leadership across Microsoft Business Applications — validating an AI-driven approval prioritization framework with 35+ marquee customers through Customer Advisory Boards, driving cross-functional alignment across Corporate VPs, GMs, and partner teams, and directly influencing how Finance & Operations (ERP) teams approached agentic interaction design for production
- Owned the Quote-to-Cash (Q2C) portfolio transformation, delivering 400% faster invoicing cycle time (15 min → 3 min) through platform optimizations that reduced usability friction by 86%, improved system performance by 70%, and reduced support escalations by 40%
- Spearheaded Microsoft's first internal adoption of Dynamics 365 cloud-based expense management — pioneering a cross-functional co-development framework with finance engineering to deliver Per Diem for 18,000 European users, generate $50M in annual productivity savings and scale the solution to 220K users across 120 countries
- Delivered hotel folio itemization from 15 lines to 3 (80% reduction) through aggressive scoping and roadmap re-prioritization, resolving 72 accessibility gaps and increasing customer satisfaction by 15%
- Set org-level direction for employee listening and organizational health across a 100+ PM org, translating cross-team sentiment into leadership actions that lifted engagement from 59% to 71%, reshaping prioritization, recognition, and change management practices amid re-org and AI-driven transformation
- Mentored 5 PMs across Responsible AI frameworks, AI evaluation rubrics, and interaction design patterns, strengthening product leadership across 5 teams, driving 3 internal promotions and reducing go live bugs

10/2016 — 12/2019

Senior Product Manager- Expense Platform and TripIT
SAP Concur

- Owned product strategy for SAP Concur's core expense capture platform, supporting three distinct receipt capture sources (mobile, web, and email ingestion) for 20K+ enterprise customers processing 12M+ monthly transactions
- Delivered a 52% reduction in reporting errors, 43% fewer lost receipts, and 66% fewer customer escalations, while driving GDPR and e-Bunsho compliance for expansion in Europe and Japan
- Automated 40K monthly manual audits via ML-driven classification, freeing 3,300 hours of

Work Experience

end user time every month, boosting extraction accuracy by 20% across critical expense fields, and contributing to a 10% uplift in monthly active users on the expense platform
- Led high-scale migration of ExpenseIT into the SAP Concur mobile app, re-architecting microservices to absorb 140% usage growth while maintaining global operational SLAs
- Led cross-functional program governance to synchronize 5 global product and marketing teams across 3 lines of business driving a 25% monthly increase in marketing campaign throughput.

06/2013 — 09/2016

Senior Product Manager- Enterprise Collaboration Platform
SAP Concur
- Identified, evaluated, and drove selection of Concur's first enterprise cloud collaboration platform (Box) from a field of 35+ vendors, defending data-backed recommendation against VP-level pushback; led end-to-end rollout across 6,000+ employees
- Drove 70% adoption in 4 months with NPS 49→66; designed onboarding automation via SSO that eliminated manual provisioning, and sunset 4 legacy on-premise systems post-rollout

05/2011 — 10/2012

Business Intelligence Consultant
Infosys
- Drove $5M in RFP/RFI wins across global clients (60% conversion rate), partnering with engineering teams on BI solution architecture, workshops, and UAT

09/2006 — 05/2009

Business Intelligence Analyst
Cognizant Technology Solutions
- Built customized MDX-based reporting solutions for UK and European Life Sciences clients, enabling demand and sales forecasting across multiple product lines to support revenue planning

Projects

05/2026

Creator- SurgeHabit AI
AI-Powered 30-Day Habit Tracker
- Built a full-stack habit tracking PWA entirely through conversation with Claude — growing to 88 users and 21 returning users within 7 days of public launch, with 68% mobile traffic
- Architected end-to-end stack: Google OAuth and Firestore for cross-device sync, Cloudflare Workers as a secure API proxy for the Anthropic Claude API, and GitHub Pages for hosting
- Managed product lifecycle end-to-end: GA4 analytics for funnel analysis, Linear for sprint tracking, and Firebase security rules for data isolation

Education

09/2016 — 05/2017

Software Product Management
University of Washington

06/2009 — 06/2011

Master of Business Administration
Symbiosis International University

08/2002 — 07/2006

Bachelors in Instrumentation and Control Engineering
National Institute of Technology

Technical Skills

PRODUCT & STRATEGY

Enterprise SaaS , Invoicing, Spend management, Go-to-Market (GTM), Experimentation, Analytics

AI/ML CORE AND EVALUATION

Generative AI, LLMs, Agentic & Multi-Agent Systems, RAG, Human-in-the-Loop (HITL), Responsible AI, OCR, Intelligent automation, Prompt Engineering, Claude API, Lovable (Vibecoding)

DESIGN & RESEARCH

Figma, Rapid Prototyping, Proof -of-concept Development, UX Research, Usability Testing