

# Chris Kirsten

Snohomish, WA | 425-318-2617 | [chriskir@gmail.com](mailto:chriskir@gmail.com) | [linkedin.com/in/chris-kirsten/](https://www.linkedin.com/in/chris-kirsten/)

## TECHNICAL PROGRAM MANAGEMENT LEADERSHIP

### SCALABLE ENGINEERING | CLOUD COMPUTE INFRASTRUCTURE | PROGRAM DELIVERY

Strategic and results-oriented leader with over 15 years of experience driving large-scale engineering programs, optimizing cloud compute platforms, and managing high-impact service delivery. Skilled in aligning technical execution with business objectives, driving stakeholder engagement, and enhancing operational efficiencies across global cloud initiatives.

### SKILLS & COMPETENCIES

#### Leadership & Strategy

Program Leadership | Cross-Functional Team Management | Risk Mitigation | Service Delivery | Agile Execution  
KPI Development | Budget & Cost Management | Global Vendor & Partner Engagement

#### Cloud & Infrastructure

Cloud Computing | Infrastructure Scalability | Capacity Planning | Incident Management | Change Management  
Disaster Recovery Planning | Compliance & Security | DC and Colo Partner Engagement.

#### Technical & Tools

Oracle Cloud Infrastructure (OCI) | Data Centers | Compliance | Performance Metrics | Confluence | Atlassian Jira SD /Queries  
| Dashboards | Data Pipeline Engineering CI/CD | Virtualization | BI & Data Analytics | ITIL | GPU Compute Clusters (NVIDIA) |  
Enterprise Liquid Cooling

### PERFORMANCE HIGHLIGHTS

- ❖ **Cloud Platform Expansion:** Led large-scale cloud compute deployments, optimizing capacity planning and ensuring reliability for enterprise workloads and mission-critical applications, managing infrastructure spend between \$1M-\$3M.
- ❖ **Operational Excellence:** Established standardized program execution frameworks, streamlining operational inefficiencies and increasing overall service reliability across multiple cloud regions.
- ❖ **Stakeholder Alignment:** Built cross-functional collaborations between engineering, supply chain, and business teams to accelerate cloud product launches, reducing deployment timelines by 20%.
- ❖ **Risk Mitigation & Compliance:** Designed strategies to ensure regulatory compliance and enhance security measures across cloud infrastructure projects, working within compliance budgets exceeding \$500K.
- ❖ **Data-Driven Decision Making:** Leveraged KPI analytics and business intelligence tools to enhance tracking, forecasting, and performance evaluation, leading to more efficient resource allocation to VP-level audiences.

### EXPERIENCE

**Oracle (OCI) | Seattle, WA**

**11/2020 – 6/2025**

#### PRINCIPAL TECHNICAL PROGRAM MANAGER

- Led strategic cloud compute programs, ensuring the successful deployment and expansion of OCI Compute platforms to enhance scalability, reliability, and cost efficiency.
- Owned cross-functional program targeted at reducing network card failure rates and unavailable capacity in production OCI regions. Resulting automation and infrastructure improvements reclaimed 30% of unavailable capacity for customers and reduced support incidents.
- Directed the rollout of OCI Compute E5 instances, leveraging 4th generation AMD EPYC™ processors to increase performance per core by 33% and storage capacity by 50%, significantly optimizing infrastructure for enterprise and HPC workloads.
- Delivered X11M Exadata product offering to market, resulting in increased performance and transaction processing, driving improvement across AI, analytics, enabling customers to reduce overhead spend on database workloads on fewer systems.
- Led the engineering team responsible for delivering E5 Standard / Big Data storage solutions for high performance workloads to key customer production regions, resulting in improved customer performance, and notably reduced customer costs.
- Partnered with engineering, product, and executive leadership teams to align technical execution with business goals, ensuring seamless collaboration across OCI initiatives.

- .. Led a team of 40+ engineers in service operations, ensuring adherence to SLAs, reducing downtime, and improving service resilience through structured incident management protocols.
- .. Developed automation and process improvements for data center deployments, reducing operational bottlenecks and enabling rapid scaling across global cloud regions.

## **Microsoft | Redmond, WA**

**04/2004 – 09/2019**

### **SOFTWARE ENGINEERING LEAD, XBOX PRODUCT & SERVICES**

- .. Managed global game certification and infrastructure scalability for Xbox Live, supporting over 65 million monthly active users.
- .. Optimized ingestion pipelines, improving game certification time and efficiency, reducing delays for multi-region game releases. Accelerated Time-To-Market for disc-based games by 20% while maintaining high-quality standards.
- .. Designed and implemented automated performance testing tools, significantly enhancing both game launch reliability and performance.
- .. Collaborated with major content providers (HBO, Hulu, BBC) to optimize streaming performance, reducing service congestion during peak usage.

### **LEAD PROGRAM MANAGER, LEARNING & CONTENT EXPERIENCES**

- .. Managed compliance and standardization for Microsoft's global learning platforms, ensuring adherence to corporate and regulatory requirements.
- .. Implemented digital learning innovations, enhancing engagement and training adoption for over 200,000 Microsoft Certified Professionals worldwide.
- .. Developed a global regulatory compliance framework, reducing geopolitical risks and expanding adoption across international markets.
- .. Led a team of five, overseeing vendor relationships, contract negotiations, and RFPs while aligning innovative product development with enterprise learning objectives.

### **CONFIGURATION MANAGER, SYSTEMS CENTER**

- .. Migrated 70% of Microsoft's internal testing environments to virtual machines, reducing infrastructure costs and improving deployment efficiency.
- .. Improved testing and deployment processes, ensuring higher-quality enterprise software releases with reduced turnaround time.
- .. Optimized developer build environments to enhance productivity for 75+ engineers.

### **SOFTWARE BUILD ENGINEERING MANAGER, ENTERPRISE SERVER**

- .. Designed and implemented a scalable build infrastructure for Microsoft's enterprise server applications, optimizing software release efficiency.
- .. Managed a \$4M+ budget for data center infrastructure, optimizing hardware utilization and resource allocation for large-scale software testing.
- .. Developed automated software build and deployment solutions, reducing time-to-market for major Microsoft enterprise products.
- .. Led cross-functional engineering teams to improve integration testing, enhancing deployment success rates through improved validation processes.