# Christian Molnar | [LinkedIn Profile](https://www.linkedin.com/in/chrismolhome)

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## Professional Profile

Global engineering leader and hands-on technical manager with extensive experience in software design, implementation, engineering management, and technology consulting. Passionate about creating performant, reliable, user-centric software. Experienced in driving product strategy to solve customer problems. Holds current US Government TS/SCI clearance.

## As a Leader

Putting business impact and people’s growth first, I capitalize on people’s strengths and strengthen areas of improvement so they are not hindrances. I motivate by example, creating a culture where everyone truly feels they can do their best work, and where people feel their opinions matter. All this grounded on the reality that the buck needs to stop at the BOL (the person who’s butt is on the line), promoting a healthy dynamic of empowerment and accountability.

Microsoft has had two major systems for measuring Employee Satisfaction and Leader Effectiveness. MS Poll and Employee Signals:

* MS Poll Workgroup Health Index: Oct 2016: 92.5%, Oct 2017: 98%, May 2018: 93%, Feb 2020: 96%, Oct 2020: 96%, Jun 2021: 97%
* Signals: Apr 2022: 17 Scores > 90, May 2023: 19 of 25 Scores >90 , May 2024: 27 scores above company, Apr 2025: 24 scores > 80

**Latest Cross-Org People Programs Led at Microsoft**

* **Talent Mobility:** Eliminate friction for internal moves, because we know our folks well. No formal interview process. Just manager to manager handshake based on reviews and work product.
* **SQUAD:** Partner sponsor and leader of a group of ~330 folks in Jr. levels, at Microsoft for <5 years, all disciplines, providing mentorship and monthly events on Career Progression, How Orgs Set Priorities, Time Management, etc.
* **Group Engineering Manager Forum:** Technical leaders get together monthly to share challenges and opportunities to collaborate across teams, highlight talent, and identify org-wide areas of technical investment.
* **Women’s Mentoring Circle Leader:** Co-Leader with female employee of a group of 20-30 female employees, providing group and individual mentorhsip.

## At Microsoft…

**Partner Group Engineering Manager** – RDX M365 Customer Success Communications – Apr 2021 - Present

* Spearheaded Change Communications Hub (CCH), streamlining global M365 Admin Center Marketing Roadmap communications. Now expanded to Azure, Security this quarter, and Windows Roadmap next fiscal for cross Microsoft unified customer messaging.
* Led Microsoft Emergency Broadcast System ( https://status.cloud.microsoft), with a One Microsoft vision of having all clouds’ status in one place, and ensuring 99.99% uptime as a catastrophic failover for M365 Admin Center.

**Principal Engineering Manager** – Office Release and Delivery Experiences Team – Dec 2014 – Oct 2021

* Designed and delivered AudienceAPI, introducing Audience-based, Always-On telemetry for Office products, so we could get to know the way our customers use our products and tailor our feature delivery. Patented and in use everywhere in M365 suite of products, not just Office.
* Created Modern Release Orchestration Experiences (MROUI), speeding up Office releases from every 4-6 months to monthly—faster, reliable, and high-quality.

**Principal Group Engineering Manager** – MSN Home Page Worldwide – Jan 2012 – Dec 2014

* Led the launch of Modern MSN (Windows 8), earning promotion to L66 in one year.
* MSN Ops infra was unreliable with frequent outages. Pitched, designed, implemented, and patented MSN Static Page - EN US.(link to actual, public Static Page for today in English). Page cached for all supported languages once per minute. Identical to live page, modulo dynamic elements (i.e. Weather, Stocks, etc…) Still in use today.
* Architected and built the Bing Elections 2012 experience in a record 4 months, per Mark Penn’s (Steve Ballmer’s Special Projects VP, Clinton Advisor) question to leadership “You don’t have an Elections Experience?!?!”, scaling to 200M PV’s on Election Day with just 20 web servers by creatively using Static Page model and caching all pages on Akamai, which took the brunt of the load.

**MSN Performance & Reliability Principal Engineering Manager** – Oct 2009 – Jan 2012

* MSN.com was slow. Page Load Times of over 10 sec! Ads would freeze the page. Users would abandon.
* Architected and implemented MSN.com’s page load time (PLT) reduction to <1 sec.
* Pitched and Implemented Ad Impact Testing: Have advertisers use AIT to grade their ads. If they don’t get a passing score, ad company could not run the ad. VP may override because of the size of the ad deal, but it transformed the culture very quickly. Patented and in use to this day!

## Prior to Microsoft

**Director of Engineering** – Iship, Inc. – [To Enter]

* Led development of CMS (Counter Manifest System), acquired by UPS in 2001. This multi-carrier, web-based shipping platform is still UPS’ flagship software at counters and stores across the U.S.

**The Problem:** Early 2000s, employees picked expensive shipping services leading to high costs.

**The Answer:** Install CMS in the mail room which controls default carrier/service. Most folks use lower cost defaults.

**The Business Impact:** an immediate ~40% reduction in shipping costs.

**The Unfortunate Consequence:** UPS, the market leader, recognized the value and acquired iShip in 2001. While a successful, well-deserved exit strategy for our founder, CMS was locked down to a single carrier solution. This “little app,” built by a team of ~50, has been processing tens of millions of packages every day and through peak season ever since.

**Director, App Services** – CompuCom Excell Data – [To Enter]

* Built this practice and two others from scratch for 3 different companies.
* Closed and executed dozens of Fortune 500 deals for custom app development, frequently presenting and negotiating with VP (Fortune 500) and C level (Small Enterprise and SMB), with the last engagement before joining Microsoft being the technical execution for code generation and automated and load testing, and all people and project management, helping Lloyd Frink, Richard Barton, and team launch Zillow.com.

## Patents and Defensive Publications

* OPTIMIZING FEATURE DEPLOYMENT BASED ON USAGE PATTERN - Docket No. 401376-US-NP | March 17, 2017
* AD IMPACT TESTING - Docket No. 331933.01 | May 22, 2011
* DYNAMIC TO STATIC WEB CONTENT TRANSFORMATION ENGINE - Defensive Publication | IP.com Number: IPCOM000206444D | April 26, 2011

## As a Human Being

* Husband to Kristen, dad to 3 awesome, very challenging ‘adults’.
* Volunteer leader at church, having served in a variety of lay roles, and twice as leader for ~300 families in a geographical boundary,
* Mountain Biking, Hiking, playing piano, guitar, and anything that makes sound, and astronomy and astrophotography (https://www.maplevalleyobservatory.com)