MOLLY CHEN

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EXPERIENCE

MICROSOFT — Azure Commercial Marketplace   **Seattle, WA**
Software Engineer II   **Aug 2019 – Oct 2022**
- Developed Angular components for 30+ Microsoft tenants. Wrote the team's initial UX documentation to help new team members onboard, becoming the owner for data ingestion service powering $4B worth of first-party Microsoft products.
- Slashed most-used page load time by 75% by optimizing C# REST APIs and LINQ queries, instrumenting them in Kusto and setting up alerts in Azure Application Insights.
- Created an end-to-end Azure pre-production environment to run a test harness to catch defects before they reach production.
- Drove cross-collaboration with Shanghai team to migrate all price-publishing services from Azure Cloud Services to Azure Kubernetes in 3 months. Created documentation to guide the team through Docker and YML setup, deployment, and testing.
- Implemented certificate auto-rotation for all 6 services to reduce the number of high severity on-call incidents by 25%.

MATCHA — AI-therapist matching platform   **Seattle, WA**
Technical Lead (part-time)   **Nov 2021 - July 2022**
- Onboarded team to Docker, Heroku PAAS, and AWS (IAM and S3), in preparation to migrate to AWS PAAS.
- Transitioned from Squarespace to a responsive React-Django MVP within 6 months, securing $0.25M in seed funding. Used by a network of 50 therapists, serving over 100 patients and generating $50k annual earnings.
- Orchestrated weekly tech syncs with CEO, engineering, design, data and PM team and provided insight for key early-stage business decisions (storage, compliance, devops infrastructure, security).
- Made foundational engineering decisions by collaborating with external stakeholders for guidance on reusability, scalability, efficiency, and protecting data privacy.

MICROSOFT — Azure Commercial Marketplace   **Seattle, WA**
Technical Program Manager II   **Oct 2022 – Jan 2024**
- Addressed $65M in annual revenue loss via Commerce Manifest due to outdated meter prices used upstream by Azure service owners versus the price used by Commerce to bill the customer.
- Wrote technical documentation to guide 30+ Azure engineering teams to detect diffs in meter-level pricing, and guidance on how to integrate with the Commerce Manifest API endpoints to onboard future meter price changes into Commerce at scale.
- Empowered Engineering to exceed monthly OKRs for reliability and performance in our price-publishing engine. Maintained > 99.99% API reliability and all APIs in SLA to publish pricing changes within 3 business days.

OCTAVE — Therapy practice offering behavioral health care to clients across 23 states   **Seattle, WA**
Product Manager, Internal Tools   **Feb 2024 – Present**
- Led a remote-first team of 10 engineers as one of two product managers on the therapist experience team. Streamlined developer efficiency by shipping on average 75 story points per sprint. Led daily office hours to collaborate with developers.
- Led an EHR migration project to save $600K annually by migrating 15+ clinical workflows from Welkin to Theranest.
- Slashed 250 hrs/month in operational toil by integrating client matching emails into Tellescope CRM UX. Built system for a user-initated request to trigger requests between 3 different systems: Zendesk, Tellescope CRM, and Welkin EHR.
- Launched a new microservice to store therapist data, breaking up a monolithic service, advising on schema changes, and serving consumers' requests for therapist data. Built UX for cross-functional staff to update provider data using ReTool.
- Saved $400K annually by creating a HIPAA-compliant Zendesk messaging portal for therapists to send inquiries to staff, retiring Google Workspace. Used the Tickets API to create a two-way messaging system between therapists and staff.

EDUCATION

DUKE UNIVERSITY   **Durham, NC**
Bachelor of Science, Major in Computer Science, Minor in Psychology   **2015 – 2019**
- Mentoring early-in-career women in tech as part of DTech, a global network of 600+ Duke women in computing.

SKILLS

Cloud: Azure, AWS, Heroku PaaS | **Languages/Frameworks:** C#, .NET, Java, JavaScript, Vue, Angular | **Query:** SQL, Kusto | **Microservices:** Docker, Kubernetes | **Scripting:** PowerShell, UNIX | **Leadership:** Agile, mentoring engineers, B2B, B2C