

# MOLLY CHEN

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## EXPERIENCE

### MICROSOFT

#### Software Engineer II

Seattle, WA

Aug 2019 – Present

- Drove cross-collaboration with Shanghai team to migrate 6 services from Cloud Service to Kubernetes in 3 months.
- Slashed most-used page load time by 75% by interviewing customers on UX pain points and implementing data changes.
- Documented key design decisions, presented microservice concepts, and launched migration for 2 roles end-to-end.
- Launched service migration to Partner Center portal used by 35k global sellers, communicated with users throughout the transition, measured success by querying how many users switched to the new portal over a 3-month window.
- Implemented certificate auto-rotation for all 6 services to reduce the number of high severity on-call incidents by 25%.

#### *Project: Cloud test suite and pre-production environment creation*

June 2022 – Present

- Assumed PM role in project to develop the first org-wide test framework while balancing engineering feature work.
- Led a team of 5 engineers by bridging 2 stakeholder teams to design and deliver the first org-wide ingestion test framework.
- Oversaw 6 deliverables and 100+ work items, creating Azure DevOps dashboards to send to management stakeholders.
- Synchronized team weekly schedule despite multiple teammates being absent to ensure successful launch in September 2022.

#### *Product: First-party ingestion UX ownership*

Aug 2019 – May 2022

- Created the first team-wide UX documentation during my first 3 months and promoted to service owner in 1 year.
- Drove performance improvements and reduced critical page load time by 90% for Marketplace and Azure tenants, saving 20+ minutes per on-call incident and 1 hour per publish. Received positive feedback from 10 engineering managers.
- Deprecated a legacy service in favor of one used by 30 tenants to manage \$4B+ in ISV commercial marketplace revenue.

**MATCHA** — an AI matching platform for clients to find a personalized therapist match

Seattle, WA

#### Lead Product Manager

Oct 2021 – Jun 2022

- Made foundational engineering decisions to use Heroku IAAS, Docker, secret management, Postgres, Figma, and AWS S3.
- Collaborated with CEO to grow client adoption rate from 10% to 18% (3% industry average).
- Moved off Squarespace onto responsive React-Django MVP launched in 6 months. Currently applying for Series A funding.
- Met with external stakeholders to outline privacy and security policies regarding PII, opting to avoid user logins for MVP.

#### *Product: Delivering the MVP*

Jan 2022 – May 2022

- Delivered a mobile-responsive app for a network of 50 therapists, used by 100+ patients with \$50k annual earnings.
- Led weekly syncs with CEO, engineering, design, and data teams with 100% Asana task completion rate.
- Had biweekly 1:1s to manage 4 engineers, align tasks to their career goals, and full-stack pair program across time zones.
- Scoped out year-long company goals with focus on diversity in copywriting and creating a therapist facing portal.

**ZINGO** — an app to help solo travelers meet each other to enrich their travels

Durham, NC

#### Project Lead

Jan 2019 – Jun 2019

- Partnered with MBA students to pitch and develop a way to help solo travelers cope with loneliness and meet others.
- Led a team of 3 engineers and 2 interns to develop web app in Vue and Firebase, adopting 20+ MAUs to beta test MVP.

## EDUCATION

### DUKE UNIVERSITY

Durham, NC

#### *Bachelor of Science, Major in Computer Science, Minor in Psychology*

2015 – 2019

- Grew HackDuke from 1000 to 2000+ applicants, making it the largest college social-good hackathon in the world.
- An active DTech Scholars alumni member, a global network of 200+ Duke women in computing spanning 5+ US tech hubs. Leading networking events and mentoring Seattle-area Scholars monthly.

**Technical skills:** Cloud computing suite (Azure Portal, Azure DevOps, AWS), .NET (C#, LINQ, PowerShell, IIS), startup software (Heroku, Django, React, Angular, Vue), microservices (Docker, Kubernetes), full-stack software development

**PM skills:** Writing technical documentation, **presenting** to technical and non-technical stakeholders, **managing** project timelines, **delegating** work items, **querying** telemetry to make data-driven decisions, creating **design** documents, **balancing** virtual full-time and part-time roles across time zones, **valuing** diversity and inclusion, **managing** engineers within a startup