

MOLLY CHEN

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EXPERIENCE

MICROSOFT — Azure Commercial Marketplace

Seattle, WA

Program Manager II

Oct 2022 – Present

- Commercializing the [\\$50B Azure business](#) alongside the first \$1B in billed sales to transact via [Commercial Marketplace](#) in FY23, representing a 500%+ growth in Marketplace adoption over the past 2 fiscal years.
- Azure Offer Management:** Spearheaded the first phase of a CVP-wide Azure project to stop \$65M in annual revenue loss and 3200 support tickets due to Azure services being misrepresented in Commerce. Mitigated \$150M in revenue loss in 6 months.
 - Piloted pricing accuracy program with Compute and Storage service engineering teams, which together represent 55% of Azure consumption revenue (ACR) and 70% of active billing meters.
 - Empowered service teams to meet OKRs on accuracy of product commercialization from service providers to Commerce.
 - Led the initiative to secure endorsement for a compliance KPI to enforce teams to attest billing meter accuracy. Successfully gained approval as one of 15 monthly proposals approved by the company-wide governance committee for implementation.
 - Evangelized early-stage architecture, workflows, and design buy-in from the GM-level lead of Business Planning.
 - Future phases will expand to all 30 Azure service engineering teams, encompassing all \$50B in ACR.
- User Experience:** Drove the User Experience program for the Azure offer management service used by 100+ Monetization and Business Planning users to declare business intent to ingest first-party Azure products into Commerce.
 - Led cross-functional teams (Engineering, Business Planning, Release Operations) of 50+ members.
 - Owned GM-level CSAT OKR to produce a product roadmap for a Business Planning pricing input tool, working with design team to create high-fidelity Figma wireframes and Business Insights team to evangelize documentation and training for users.
 - Empowered dev team to exceed monthly tooling OKRs for performance and reliability, with > 99.99% API accuracy and all APIs in SLA. Redefining OKRs for the new semester for new personas and extensibility with non-Azure tenants like M365.
- Datacenter Expansion:** Cut time for Business Planners to expand Azure products into new datacenters by 25%.
 - Drove tooling improvements to orchestrate the launch of 19 new regions in 2 years, contributing \$400M to Azure's revenue, introducing 600+ products per region, and tripling YoY demand for product availability in new and expanding data centers.

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

Remote

Lead Product Manager

Oct 2021 – Jul 2022

- Partnered with CEO to grow client adoption rate from 10% to 18%, surpassing the 3% industry average with 4x longer retention.
- Transitioned from Squarespace to a responsive React-Django MVP within 6 months, securing \$0.25M in seed funding.
- Established a resilient platform for 50+ therapists to serve 100+ clients, generating \$50k in annual earnings with a 6x longer client adoption rate and 4x longer client retention rate than average.
- Conducted biweekly 1:1s to mentor and guide 4 engineers by aligning tasks to their strengths and career goals.
- Formulated year-long product roadmap with focus on expanding user personas and establishing a therapist-facing portal.
- Collaborated with external stakeholders to establish robust privacy and security policies to guide early-stage design principles.

MICROSOFT — Commercial Marketplace Ingestion

Seattle, WA

Software Engineer II

Aug 2019 – Oct 2022

- Service owner for 2 big-data ingestion services that manage \$4B+ in first-party commercial product revenue.

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 [social-good college hackathon](#) in the world.
- Mentoring early-in-career women in tech as part of [DTech](#), a global network of 600+ Duke women in computing.

SKILLS

Business: Leading cross-functional teams, product roadmapping, status reports, market research, feature prioritization, backlog planning

Technical: Azure IAAS, AWS IAAS, SQL, Kusto, Figma, M/D365, full-stack architecture, Agile scrum methodology, JIRA

Culture: Building customer-centric solutions for mental health, championing [diversity and inclusion](#), early-stage startup leadership