

## MOLLY CHEN

*Ex-Software Engineer looking to return to Engineering*

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## EXPERIENCE

**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.
- Ran A/B Mixpanel tests and created Iterable campaigns to design a two-way messaging system using Zendesk Tickets API for therapists to send support questions to staff, retiring \$400K in Google Workspace licenses.
- Slashed 250 hrs/month in operational toil by integrating client matching emails into Telescope CRM UX. Built system for a user-initiated request to trigger requests between 3 different systems: [Zendesk](#), [Telescope 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](#).

**MICROSOFT** — [Azure Commercial Marketplace](#)

Seattle, WA

**Software Engineer II**

Aug 2019 – Oct 2022

- Developed Angular components for 30+ Microsoft tenants for the Azure Marketplace pricing tool, managing \$4B worth of first-party Microsoft products. Wrote the team's first-ever server-side UX documentation to help new team members onboard.
- Slashed most-used page load time by 75% by optimizing C# .NET query performance, adding alerting in Azure Application Insights to detect performance anomalies.
- Created an end-to-end Azure pre-production environment to run test harnesses 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.

## 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 | **Ops:** Tableau, Iterable, Mixpanel, mental health, EHR, B2C, B2B