

MOLLY CHEN — Product Manager

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EXPERIENCE

OCTAVE — Therapy practice offering behavioral health care to clients across 23 states

Seattle, WA

Product Manager, Provider Experience

Feb 2024 – Present

- Led a remote-first team of 10 engineers as one of two product managers on the therapist experience team. Collaborated with cross-functional teams to deliver in-person therapy capabilities and a Cigna payer partnership to add 10M more covered lives.
- Led an EHR migration project to save \$600K annually by migrating 15+ clinical workflows from [Welkin](#) to [Ensora](#).
- Redesigned provider onboarding by creating a [Greenhouse ATS](#) to [Telescope CRM](#) integration to guide providers through onboarding.
- Slashed 250 hrs/month in operational toil by integrating client matching emails into [Telescope CRM](#). Built system for a user-initiated request to trigger requests between 3 different systems: [Zendesk](#), [Telescope CRM](#), and [Welkin EHR](#).
- Nurtured vendor relationship with [Attend AI scribe](#) to transcribe therapy sessions into AI-generated clinical notes.
- Saved \$400K annually by creating a HIPAA-compliant [Zendesk](#) messaging portal for therapists to send inquiries to staff, retiring Google Workspace and giving more insight into provider feedback patterns.
- Launched a new microservice to store therapist data, breaking up a monolithic service and using it to serve requests for therapist data. Built UX for cross-functional staff to update provider data using [ReTool](#).

MICROSOFT — Azure Commercial Marketplace

Seattle, WA

Technical Program Manager II

Oct 2022 – Jan 2024

- Spearheaded the Commerce Manifest program, a JSON document containing the Commerce team's representation of how each Azure service is priced at the meter level (the smallest unit of granularity for billing).
- Addressed \$65M in annual revenue loss via Commerce Manifest due to outdated meter prices used upstream by Azure service owners versus the price used by Commerce to bill the customer.
- Obtained buy-in from 5 major Azure engineering teams to detect revenue loss from differences in meter-level pricing and helped them integrate with Commerce Manifest API endpoints to onboard new meter price changes into Commerce at scale.
- Owned UX and CSAT metrics for our price-publishing engine, which publishes 500K+ changes per year to Azure meter prices. Revised existing business logic used to flag incorrect meter prices and piloted a new process to update validations.
- 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.

MICROSOFT — Microsoft Commercial Marketplace

Seattle, WA

Software Engineer II

Aug 2019 – Oct 2022

- Service owner for 2 services that manage \$4B+ in price points for Microsoft B2B products. Slashed most-used page load time by 75% by implementing Kusto alerts and telemetry.
- Created an end-to-end Azure pre-production environment to run all test cases 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.
- Developed C# infrastructure for data-driven web components for 30+ Microsoft tenants. Wrote first UX documentation within the first 3 months, became owner for data ingestion service powering \$4B worth of first-party Microsoft products.
- Implemented certificate auto-rotation for all 6 services to reduce the number of high severity on-call incidents by 25%.

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

Productivity: Miro, Confluence, Zoho, Salesforce, Zendesk, Telescope, Iterable, SQL | **Leadership:** Agile, cross-functional, engineering, B2B, B2C | **Cloud:** Azure, AWS, Heroku | **Areas of interest:** System design, big tech, internal tools, B2B, B2C