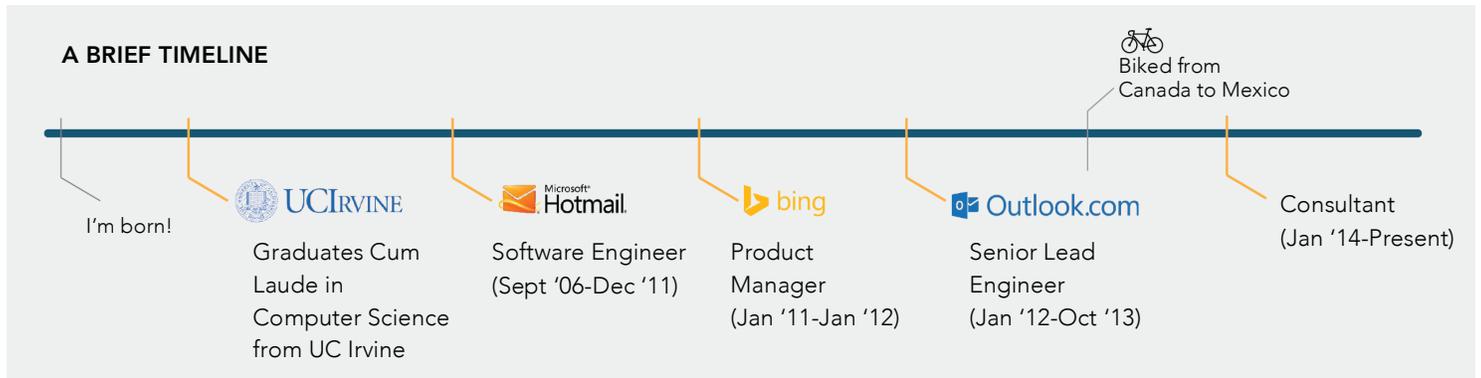


SAMUELMANDELL

samuelfmandell@outlook.com | 858-414-015 | linkedin.com/in/samuelfmandell

Former engineering lead energized by building products, leading/coaching, digging for the right questions, improving processes and systems, managing projects, and collaborating with an amazing team.



PRODUCT MANAGER

Designed features for Bing by creating specs, performing competitive analysis, driving team design explorations, and working with external companies. Added search experiences such as parking instant answers and integration of algorithmically-generated entity description videos. Integration partner and technology were later acquired by Yahoo.

Improved processes across team, including release cycles, dogfooding, management of our internal testing environments, documentation, and customer support. Changes resulted in reduction of manual intervention on the order of man-days per month, as well as improved reliability and speed of infrastructure.

Created features and experiences for email by collaborating with other disciplines to tackle difficult scenarios like conversation threading, spam safety, and smarter message rendering. Features were responsible for decreasing user complaints, while positioning Hotmail/Outlook.com ahead in several feature categories.

Led the release of Outlook.com version 1.0, overseeing cross-team/cross-discipline launch preparation effort. Involved working in secrecy to limit brand exposure, working with teams in different physical locations, overcoming difficult technical challenges, developing new processes for feature testing, against extremely rigid timelines. The demand for the product (opt-in rate) far exceeded predictions, resulting in pushing out the upgrade site-wide to over 420 million users six months earlier than planned.

Managed Outlook.com's live-site team, coordinating 20+ releases to hundreds of millions of users, including both new features as well as critical hotfixes. Defined branching structure and release process, which reduced ship times from a three-month to weekly cycle. Resulted in an increase in the number of fixes shipped to users via service packs by 100% and decrease in time of up to 92% for users to see fixes after a major release.

CAREER HIGHLIGHT

Shipping Outlook.com

The task of shipping Outlook.com was on my shoulders, representing six months of effort from 40+ engineers, built in total secrecy, using a new production setup, and directly affecting other Microsoft teams (Exchange in particular). It was the biggest launch of my career.

On launch day all of the major tech news outlets raved about it. It was an incredible feeling and so validating of the hard work.

SAMUEL MANDELL

samuelfmandell@outlook.com | 858-414-015 | linkedin.com/in/samuelfmandell

LEADER & COACH

Managed a total of 5 interns and 9 full-time direct reports by providing career guidance, performance reviews, 1:1s, coaching, and built an incredible team culture.

Consulted for Silicon Valley start-ups, providing product and marketing advice, organizational restructuring guidance, and crafted employee communications for leadership and structural changes. Feedback from employees was that the new presentations were the best they had seen at the company.

Led teams of all shapes and sizes including feature teams, remote teams, secret teams, teams of two through teams of 20. I lead teams through compelling vision and good questions.

QUALITY ENGINEER

Drove quality, for example by identifying a livesite issue in Hotmail requiring a fix that spanned 8 engineers, 3 weeks, and 55 bugs. Managed project amidst rapidly changing livesite issues, assigned work across resources, made decisions with PM and Dev with regards to bugs, deadlines, and design, and finally tested the largest portion of the hotfix to ensure we were addressing the right problem with the correct solution. Hotfix shipped on time and its high quality was verified by the drastic positive change in user feedback. Was awarded Microsoft Gold Star for this effort.

Wrote and maintained automated testing suites using internal test frameworks to catch regressions early in the product cycle and add to quality confidence of each release.

Wrote test tools for daily and feature-specific testing used by the team to increase testing efficiency. Tools allowed for reductions in manual test time, as well as increased product quality by lowering the chance of regressions in feature areas.

CAREER HIGHLIGHT

Cultivating an Awesome Team Culture

I knew being an engineering lead would be hard work, but I wasn't prepared for how much fun it was. I worked really hard to make my team great, knowing that if my employees got along with each other socially, they'd work better together.

I loved surprising them with snacks, planning lunches, or organizing Soda Social Hours to bring us together. I've had former employees say that mine was the best team they'd ever been on. That felt incredible.

TOP FIVE PERSONAL INTERESTS



Writing: Because the keyboard is mightier than the mouse. I've been published in [The Huffington Post](#), [Tiny Buddha](#), and maintain a coaching blog ([The Little Yes](#)) and a tech blog ([The Rural Technocrat](#)).



Toastmasters: Because I like eating toast and didn't realize it wasn't that kind of club. Good thing I also love public speaking. I've presented at campus recruiting, emceed events, and participated in speech competitions.



Learning: Because my head still has space in it. I love reading, TED Talks, tech news, and anything that challenges my assumptions and beliefs.



Cooking: Because there are only so many permutations of the sandwich. I've gone from unable to cook to four out of every five houseguests recommending my food.



CrossFit: Because every time I work out, I discover a new muscle group that can get sore.