Chris Crilly

Strategic Operations & AI Transformation Leader

Vision to execution. Alignment where it doesn't yet exist.

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SUMMARY

Transformation leader with 30 years of experience moving organizations from vision to adoption by aligning people, products, operations, and strategy. Repeatedly the person leaders and teams trusted to surface hard truths, navigate competing incentives, and get disagreeing groups to leave the room aligned. More than 20 years at Microsoft across support, operations, people leadership, service management, product strategy, strategic operations, and AI-enabled business transformation. Self-taught technologist, from 6502 assembly to agentic AI systems, who turns ambiguity into operating models and builds the systems that make alignment last.

CAREER HIGHLIGHTS

- Helped grow MyHub, Microsoft's internal employee experience platform, to **56,000+ monthly active users** with **95% positive sentiment** and **92% task success**, and helped guide its evolution into Viva Connections.
- Established the strategic operating model, KPI/OKR governance, and rhythm of business for a **five-team, 30+ person** Microsoft Digital organization spanning the US and India.
- Led deployment of **14 AI agents** (most built hands-on) used by **200+ Microsoft employees** for OKR reporting and executive communications, and shipped an independent AI product as sole builder.
- Created Un1ty, a service management framework adopted across Microsoft IT and product group boundaries; core contributor to Microsoft's internal Power BI release.
- Built operating models where none existed across three decades: Sierra's localization framework (1990s), MyHub (2010s), and Microsoft Digital's strategic operations model (2020s).

PROFESSIONAL EXPERIENCE

Microsoft | October 2005 to September 2026

Principal Product Manager / Strategic Operations Lead | July 2022 to September 2026 | Microsoft Digital

Oversaw operations for five teams across the US and India (30+ people) and their integration across Microsoft, through influence rather than reporting lines, leading strategic operations, governance, executive communications, and AI-enabled business transformation.

- Established the organization's strategic operating model connecting vision, strategy, roadmaps, governance, and execution: monthly alignment forums, quarterly planning cadences, weekly initiative tracking, and executive reviews.
- Built and drove KPI/OKR governance aligning organizational reporting with Microsoft Digital standards, improving visibility, prioritization, and accountability across distributed teams.
- Led deployment of 14 AI agents (most built hands-on) that pulled OKR data from many sources and drafted executive communications for decisions, escalations, and presentations; used by 200+ employees, saving an estimated 5 hours per person each month. Began forming a cross-functional team to consolidate overlapping agents into a single agent hub.
- Facilitated executive alignment sessions that surfaced risks, dependencies, and competing priorities while maintaining trust and building consensus; created "Voice of the Team" listening mechanisms that fed team sentiment into strategy.
- Served as executive facilitator and master of ceremonies for organization-wide all-hands and leadership forums; led People & Culture initiatives spanning recognition, inclusion, and community building.

Senior Program Manager, MyHub & Viva Connections | 2017 to 2022

Early contributor to shaping, scaling, and operationalizing MyHub, Microsoft's internal employee experience platform, from first vision through enterprise adoption, partnering across Product, Engineering, Design, Research, HR, Finance, Support, Marketing, and Operations.

- MyHub became one of Microsoft's most widely adopted internal platforms: 56,000+ monthly active users, 79% retention, 92% task success, tasks completed 71% faster than legacy experiences, and 95% positive user sentiment.
- Led recurring cross-organizational alignment forums and executive-sponsored reviews of 50 to 75 senior leaders and stakeholders, guiding roadmap direction, investment decisions, and adoption strategy.
- Owned executive communications for the platform, synthesizing input from dozens of stakeholders into decision-ready narratives that honestly surfaced risks, gaps, and tradeoffs; delivered monthly reviews with CVP-level leadership.
- Helped guide the transition of MyHub capabilities into Viva Connections, aligning IT, product, engineering, HR, design,

and marketing groups around roadmap ownership, adoption strategy, and capability separation.

Senior Program Manager, Service Level Management | 2013 to 2017

- Created Un1ty, an end-to-end service management framework adopted to establish, manage, and mature services across Microsoft IT and product group boundaries.
- Drove cross-organizational operationalization of Microsoft's internal Power BI service as a core contributor to its internal release, and led best-practice adoption across IT and product group service management efforts.

Service Level Manager / Operations Program Manager, Business Intelligence | 2011 to 2013

- Negotiated and established dozens of SLAs and OLAs across multiple organizations.
- Developed a "Featherweight Service Management" approach adopted by multiple organizations for its speed and low overhead; led People & Culture activities while strengthening business/IT engagement models.

People Manager, Microsoft IT (BI & HR) | 2010 to 2011

- Managed a team of 11 FTEs plus vendor staff in a dedicated people-leadership role focused on performance, development, team health, and organizational strategy.

Operations Manager, Microsoft IT, Legal & Corporate Affairs | 2007 to 2009

- Managed 6 FTEs and 3 vendor directs supporting the Legal & Corporate Affairs application portfolio; received a customer satisfaction award from the Office of the Chairman for the Bill Gates / Steve Ballmer "Mail Admin" release and a Role Model Gold Star for application delivery.

Tier 3 Support / Service Engagement | October 2005 to 2007 | Incident and problem management, service mapping, service reviews

INDEPENDENT AI PRODUCT DEVELOPMENT

Nirmanakaya | 2025 to Present | nirmanakaya.com

- Designed, built, and shipped Nirmanakaya, a production AI-powered web application built on an original model of consciousness, as sole product owner: LLM API integration, agentic automation pipelines, multi-model orchestration, MCP tool integration, and modern cloud architecture (Next.js, Vercel, Supabase).
- Covered the full product cycle hands-on, from prompt architecture and deterministic compute layers to deployment, iteration, and cost engineering.

EARLIER CAREER

NewHaven Software, Business Operations Manager | 2002 to 2005. Ran end-to-end business operations for a mail-order fulfillment software company: customers, sales support, implementations, SQL development, and payroll continuity. Customers heard, software shipped, rent paid, people paid.

Cornerdrugstore.com, Director of Operations & Product Management | 2000 to 2002. Most senior West Coast leader for a startup operation; accountable for development, test, product management, and production with a peak organization of 45 people.

Point Control, Director of Business Development & Distribution | 1999 to 2000. Led international distribution and partner management, moving localized products into rest-of-world channels.

Sierra On-Line, Localization Manager | 1996 to 1999. Helped establish and scale Sierra's localization organization from an emerging capability into a core company function supporting the full product portfolio. Authored the localization standards, requirements, and processes adopted across the organization. Chief liaison between Dublin, France, and U.S. leadership for global release execution; contributed to international releases including StarCraft's Asia release.

EDUCATION & SKILLS

Education: GED, then 30 years of self-directed technical and leadership development: self-taught programmer from BASIC and assembly on the Commodore 64 to modern AI and agentic architectures. Intermediate ITIL training.

Core strengths: Strategic operations and operating model design, AI transformation, executive communications and leadership alignment, KPI/OKR governance, product strategy and platform transition, coalition building, people leadership and culture, change management and enterprise adoption.

AI and technical: LLM integration, agentic workflows, MCP orchestration, Copilot-enabled operations, KPI automation, Power BI, SQL and reporting, modern web stack (Next.js, Vercel, Supabase); earlier C, C++, C#, BASIC, and assembly.