

Christopher Jennison

Principal Software Engineer · Microsoft Copilot Studio

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PROFESSIONAL SUMMARY

Principal engineer and engineering leader with 13+ years building AI platforms and the teams that run them. I lead engineering for all of Microsoft Copilot Studio's UI services (230,000+ organizations), built an internal AI agent platform that turns weeks of operations work into days, and previously ran a 25-engineer organization at Nuance.

KEY ACHIEVEMENTS

- **Invented an internal AI agent platform** that resolves engineering issues end to end through managed micro-agents, turning weeks of incident, accessibility, and compliance work into days; now a dedicated engineering program.
- **Built an LLM-powered live-site testing service** for Copilot Studio that has saved millions of dollars in vendor costs, at \$40 per 100-scenario run.
- **Led engineering for the Nuance Mix UI**, a conversational AI platform with \$200M in annual recurring revenue serving HMRC, the IRS, New York Metro, and Rakuten.
- **Shipped thermal anomaly detection** on Raspberry Pi dual-sensor cameras, deployed to hundreds of power substations across Florida.

PROFESSIONAL EXPERIENCE

Principal Engineering Manager , Microsoft	Sep 2024 – Present
• Lead engineering for all of Copilot Studio's UI services (230,000+ organizations, including 90% of the Fortune 500), owning delivery, quality, and live-site health. • Founding team of the new Copilot Studio experience on the GitHub Copilot harness (generally available); my team delivered its core agent and workflow platform.	
Senior Software Engineering Manager , Microsoft	Mar 2022 – Sep 2024
• Led an international front-end team building Copilot Studio; joined Microsoft through the Nuance acquisition.	
Machine Learning Engineer , Eyecast (Contract)	Jan 2026 – Jun 2026
• Built thermal recognition models pairing statistical baselines with GPU-powered reasoning to brief field technicians.	
Chief Technology Officer , Code Upscale (Part-time)	May 2023 – Aug 2025
• Generated \$1M in sales revenue through partnerships with 38 businesses; introduced AI-assisted development to offshore teams.	
Software Engineering Manager , Nuance Communications	May 2020 – Mar 2022
• Ran a 25-engineer organization, including 2 managers, across the US, Canada, France, and India; owned front-end standards for CoreTech R&D.	
Senior Frontend Engineer , Nuance Communications	May 2019 – May 2020
• Built the team and the Mix.dialog UI with React, Redux, and RxJS.	
Software Engineering Contractor , Komodal (Contract)	Jun 2018 – Jun 2019
Senior Software Engineer , Promoboxx	Dec 2018 – May 2019
Software Engineer , Promoboxx	Jul 2015 – Dec 2018
Software Engineer , United States Geological Survey	Apr 2013 – Jul 2015

SKILLS

Engineering leadership: Engineering management, International teams (US, Canada, France, India), Live-site operations and incident management, Hiring and team building, Delivery process and leadership reporting, Accessibility (WCAG) compliance

AI and machine learning: LLM agents and agent platforms, LLM-based testing and evaluation, Conversational AI, Applied machine learning, Computer vision (thermal imaging), Python

Software engineering: TypeScript, JavaScript, React, Next.js, Node.js, Redux and RxJS, Enterprise architecture, Data visualization, SQL

Languages: English (native), German (B2 speaking, C1 reading)

EDUCATION

B.S. Computer Science , University of Massachusetts Amherst · Summa Cum Laude · GPA 3.9	2013 – 2016
A.S. Media Arts , Greenfield Community College · GPA 3.95	2010 – 2012