

Ibrahim Patel

Frontend Developer

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Geneva, CH

Open to relocation

PROFESSIONAL SUMMARY

Frontend Developer with 18+ years building and delivering in fast-paced product teams, currently at Doctolib. Specialises in B2B SaaS, AWS, JavaScript, with a track record of shipping reliable, measurable outcomes and open to relocation. Known for clear communication and ownership.

EXPERIENCE

Customer Success Manager Doctolib · 2022–Present

- Shipped 4 major releases using B2B SaaS, cutting cycle time by 39%.
- Scaled B2B SaaS services to handle 25x peak load with no downtime.
- Owned the B2B SaaS stack end to end, partnering with product and operations on 4 cross-functional projects.

Customer Success Manager GitLab · 2019–2022

- Reduced incidents by 16% by introducing B2B SaaS best practices and automated checks.
- Led B2B SaaS initiatives that improved delivery throughput by 26% across 2 teams.

Junior Customer Success Manager Capgemini · 2016–2019

- Scaled JavaScript services to handle 17x peak load with no downtime.
- Mentored 7 engineers and established AWS standards adopted team-wide.

APPLICATIONS AT SWISSPORT

Technical Recruiter screening · fit 74

CORE SKILLS

B2B SaaS	Expert · 2y
AWS	Advanced · 6y
JavaScript	Advanced · 4y
Cybersecurity	Proficient · 10y
Data Engineering	Proficient · 4y
SQL	Proficient · 1y

STRENGTHS

Leadership

LANGUAGES

English — Professional

EDUCATION

MSc Artificial Intelligence
Trinity College Dublin · 2005