

# Sofia Haddad

## Customer Success Manager

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Munich, DE

Open to relocation

### PROFESSIONAL SUMMARY

Customer Success Manager with 5+ years building and delivering in fast-paced product teams, currently at Mollie. Specialises in AWS, Python, Data Engineering, with a track record of shipping reliable, measurable outcomes and open to relocation. Known for clear communication and ownership.

### EXPERIENCE

#### Backend Developer

Mollie · 2023–Present

- Reduced incidents by 35% by introducing Data Engineering best practices and automated checks.
- Owned the AWS stack end to end, partnering with product and operations on 2 cross-functional projects.
- Mentored 7 engineers and established Python standards adopted team-wide.

#### Backend Developer

Bosch · 2020–2023

- Scaled Python services to handle 44x peak load with no downtime.
- Owned the Data Engineering stack end to end, partnering with product and operations on 2 cross-functional projects.

#### Junior Backend Developer

Stripe · 2017–2021

- Shipped 4 major releases using Data Engineering, cutting cycle time by 22%.
- Led Data Engineering initiatives that improved delivery throughput by 23% across 5 teams.

### APPLICATIONS AT SWISSPORT

Data Engineer

applied · fit 72

### CORE SKILLS

AWS

Expert · 1y

Python

Advanced · 5y

Data Engineering

Proficient · 4y

LLMs

Proficient · 4y

SQL

Proficient · 3y

JavaScript

Basic · 4y

### LANGUAGES

English — Native

### CERTIFICATIONS

PMP (2019)

### EDUCATION

BSc Business Informatics

University of Manchester · 2017