

# Diego Chen

## Account Executive

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### PROFESSIONAL SUMMARY

Account Executive with 1+ years building and delivering in fast-paced product teams, currently at Spotify. Specialises in Java, JavaScript, Cybersecurity, with a track record of shipping reliable, measurable outcomes. Known for clear communication and ownership.

### EXPERIENCE

#### Customer Success Manager Spotify · 2025–Present

- Shipped 4 major releases using Java, cutting cycle time by 31%.
- Reduced incidents by 17% by introducing JavaScript best practices and automated checks.
- Led Cybersecurity initiatives that improved delivery throughput by 34% across 2 teams.

#### Customer Success Manager GitLab · 2023–2025

- Owned the Cybersecurity stack end to end, partnering with product and operations on 4 cross-functional projects.
- Led JavaScript initiatives that improved delivery throughput by 22% across 5 teams.

### APPLICATIONS AT SWISSPORT

Business Analyst offer · fit 69

### CORE SKILLS

Java	Expert · 6y
JavaScript	Expert · 1y
Cybersecurity	Advanced · 5y
LLMs	Advanced · 1y

### STRENGTHS

Leadership Problem Solving

### LANGUAGES

English — Native

### CERTIFICATIONS

CISSP (2020)

### EDUCATION

MSc Artificial Intelligence  
Politecnico di Milano · 2020