

Thomas Mueller

CS manager, fintech

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PROFESSIONAL SUMMARY

CS manager, fintech with 5+ years building and delivering in fast-paced product teams, currently at N26. Specialises in B2B SaaS, Fintech, with a track record of shipping reliable, measurable outcomes. Known for clear communication and ownership.

EXPERIENCE

Customer Success Manager — N26 · 2023–Present

- Led Fintech initiatives that improved delivery throughput by 28% across 5 teams.
- Reduced incidents by 43% by introducing B2B SaaS best practices and automated checks.
- Owned the B2B SaaS stack end to end, partnering with product and operations on 2 cross-functional projects.

Customer Success Manager — Bosch · 2020–2023

- Owned the Fintech stack end to end, partnering with product and operations on 2 cross-functional projects.
- Mentored 4 engineers and established Fintech standards adopted team-wide.

Junior Customer Success Manager — DHL · 2017–2021

- Mentored 3 engineers and established Fintech standards adopted team-wide.
- Led B2B SaaS initiatives that improved delivery throughput by 36% across 3 teams.

APPLICATIONS AT SWISSPORT

Bid Manager applied · fit 44

Customer Success Manager interview · fit 77

CORE SKILLS

B2B SaaS Advanced · 5y

Fintech Advanced · 3y

STRENGTHS

Communication

LANGUAGES

English — Native

EDUCATION

BSc Business Informatics

ETH Zürich · 2016