

# Laura Schmidt

## CS specialist

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## PROFESSIONAL SUMMARY

CS specialist with 3+ years building and delivering in fast-paced product teams, currently at About You. Specialises in B2B SaaS, with a track record of shipping reliable, measurable outcomes. Known for clear communication and ownership.

## EXPERIENCE

### CS Specialist — About You · 2024–Present

- Led B2B SaaS initiatives that improved delivery throughput by 42% across 2 teams.
- Mentored 3 engineers and established B2B SaaS standards adopted team-wide.
- Shipped 2 major releases using B2B SaaS, cutting cycle time by 41%.

### CS Specialist — Datadog · 2021–2024

- Scaled B2B SaaS services to handle 15x peak load with no downtime.
- Mentored 6 engineers and established B2B SaaS standards adopted team-wide.

## APPLICATIONS AT SWISSPORT

Quality Auditor applied · fit 46

Customer Success Manager screening · fit 49

## CORE SKILLS

B2B SaaS Proficient · 3y

## STRENGTHS

Communication

## LANGUAGES

English — Native

## EDUCATION

BEng Information Systems  
TU Munich · 2018