

# Anika Rossi

## Customer Success Manager

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### PROFESSIONAL SUMMARY

Customer Success Manager with 3+ years building and delivering in fast-paced product teams, currently at Sumup. Specialises in Python, Cybersecurity, SQL, with a track record of shipping reliable, measurable outcomes. Known for clear communication and ownership.

### EXPERIENCE

#### Customer Success Manager — Sumup · 2024–Present

- Reduced incidents by 37% by introducing Python best practices and automated checks.
- Owned the SQL stack end to end, partnering with product and operations on 7 cross-functional projects.
- Scaled SQL services to handle 29x peak load with no downtime.

#### Customer Success Manager — Wise · 2022–2024

- Owned the Cybersecurity stack end to end, partnering with product and operations on 8 cross-functional projects.
- Reduced incidents by 16% by introducing Python best practices and automated checks.

### APPLICATIONS AT SWISSPORT

Customer Success Manager screening · fit 61

### CORE SKILLS

|               |                 |
|---------------|-----------------|
| Python        | Expert · 2y     |
| Cybersecurity | Advanced · 1y   |
| SQL           | Advanced · 2y   |
| Node.js       | Proficient · 1y |
| TypeScript    | Proficient · 2y |

### LANGUAGES

English — Native

### EDUCATION

BSc Business Informatics  
Politecnico di Milano · 2019