

Aarav Nguyen

Customer Success Manager

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Dubai, AE

Open to relocation

PROFESSIONAL SUMMARY

Customer Success Manager with 14+ years building and delivering in fast-paced product teams, currently at Sumup. Specialises in Terraform, Node.js, Payments, with a track record of shipping reliable, measurable outcomes and open to relocation. Known for clear communication and ownership.

EXPERIENCE

Analyst — Sumup · 2022–Present

- Reduced incidents by 42% by introducing Terraform best practices and automated checks.
- Scaled Payments services to handle 14x peak load with no downtime.
- Owned the Payments stack end to end, partnering with product and operations on 2 cross-functional projects.

Analyst — BMW Group · 2019–2022

- Owned the Node.js stack end to end, partnering with product and operations on 7 cross-functional projects.
- Shipped 8 major releases using Node.js, cutting cycle time by 32%.

Junior Analyst — DHL · 2017–2019

- Owned the Payments stack end to end, partnering with product and operations on 4 cross-functional projects.
- Mentored 3 engineers and established Terraform standards adopted team-wide.

APPLICATIONS AT SWISSPORT

Customer Success Manager applied · fit 39

CORE SKILLS

Terraform Expert · 14y

Node.js Proficient · 9y

Payments Proficient · 4y

AWS Basic · 10y

React Basic · 14y

STRENGTHS

Leadership

LANGUAGES

English — Native

EDUCATION

BEng Information Systems
TU Berlin · 2007