

# Lena Dubois

## Customer Success Manager

lena.dubois.29@mail.example +17518610747 Stockholm, SE

### PROFESSIONAL SUMMARY

Customer Success Manager with 8+ years building and delivering in fast-paced product teams, currently at Zalando. Specialises in LLMs, Python, Data Engineering, with a track record of shipping reliable, measurable outcomes. Known for clear communication and ownership.

### EXPERIENCE

#### DevOps Engineer — Zalando · 2022–Present

- Shipped 7 major releases using Python, cutting cycle time by 44%.
- Scaled Data Engineering services to handle 28x peak load with no downtime.
- Owned the Data Engineering stack end to end, partnering with product and operations on 6 cross-functional projects.

#### DevOps Engineer — GitLab · 2020–2022

- Owned the LLMs stack end to end, partnering with product and operations on 6 cross-functional projects.
- Scaled Python services to handle 28x peak load with no downtime.

#### Junior DevOps Engineer — Lufthansa Technik · 2017–2020

- Shipped 5 major releases using Data Engineering, cutting cycle time by 34%.
- Led Python initiatives that improved delivery throughput by 16% across 8 teams.

### APPLICATIONS AT SWISSPORT

Software Engineering Intern interview · fit 74

### CORE SKILLS

LLMs Advanced · 4y

Python Advanced · 3y

Data Engineering Basic · 6y

### STRENGTHS

Problem Solving

Leadership

### LANGUAGES

English — Professional

### CERTIFICATIONS

PMP (2022)

### EDUCATION

MSc Data Science  
Politecnico di Milano · 2014