

Greta Ali

Customer Success Manager

greta.ali.36@mail.example +22348481312 Milan, IT Open to relocation

PROFESSIONAL SUMMARY

Customer Success Manager with 16+ years building and delivering in fast-paced product teams, currently at Bending Spoons. Specialises in Java, with a track record of shipping reliable, measurable outcomes and open to relocation. Known for clear communication and ownership.

EXPERIENCE

DevOps Engineer — Bending Spoons · 2022–Present

- Shipped 5 major releases using Java, cutting cycle time by 37%.
- Mentored 6 engineers and established Java standards adopted team-wide.
- Scaled Java services to handle 39x peak load with no downtime.

DevOps Engineer — Datadog · 2019–2022

- Mentored 6 engineers and established Java standards adopted team-wide.
- Reduced incidents by 32% by introducing Java best practices and automated checks.

Junior DevOps Engineer — ING · 2016–2020

- Shipped 5 major releases using Java, cutting cycle time by 22%.
- Mentored 7 engineers and established Java standards adopted team-wide.

APPLICATIONS AT SWISSPORT

Ramp Team Leader rejected · fit 46

Cargo Supervisor applied · fit 68

Product Manager screening · fit 39

CORE SKILLS

Java Expert · 15y

LANGUAGES

English — Native

CERTIFICATIONS

CISSP (2023)

AWS Solutions Architect (2025)

EDUCATION

MSc Software Engineering
Politecnico di Milano · 2007