

Lucas Sharma

Customer Success Manager

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PROFESSIONAL SUMMARY

Customer Success Manager with 15+ years building and delivering in fast-paced product teams, currently at Wayfair. Specialises in JavaScript, Java, Payments, with a track record of shipping reliable, measurable outcomes. Known for clear communication and ownership.

EXPERIENCE

Senior Engineer — Wayfair · 2022–Present

- Mentored 8 engineers and established JavaScript standards adopted team-wide.
- Owned the JavaScript stack end to end, partnering with product and operations on 8 cross-functional projects.
- Reduced incidents by 24% by introducing Java best practices and automated checks.

Engineer — Datadog · 2020–2022

- Mentored 8 engineers and established JavaScript standards adopted team-wide.
- Owned the JavaScript stack end to end, partnering with product and operations on 3 cross-functional projects.

Junior Engineer — Wise · 2016–2019

- Reduced incidents by 14% by introducing JavaScript best practices and automated checks.
- Shipped 8 major releases using JavaScript, cutting cycle time by 36%.

APPLICATIONS AT SWISSPORT

Financial Analyst rejected · fit 80

CORE SKILLS

JavaScript	Expert · 14y
Java	Advanced · 8y
Payments	Advanced · 3y
Kubernetes	Proficient · 14y
Node.js	Proficient · 8y

STRENGTHS

- Communication
- Stakeholder Management

LANGUAGES

- English — Native

EDUCATION

MSc Data Science
Politecnico di Milano · 2008