

Niko Ivanov

Customer Success Manager

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PROFESSIONAL SUMMARY

Customer Success Manager with 12+ years building and delivering in fast-paced product teams, currently at Wayfair. Specialises in Node.js, Data Engineering, Python, with a track record of shipping reliable, measurable outcomes and open to relocation. Known for clear communication and ownership.

EXPERIENCE

Customer Success Manager — Wayfair · 2022–Present

- Mentored 5 engineers and established Node.js standards adopted team-wide.
- Shipped 5 major releases using Node.js, cutting cycle time by 13%.
- Reduced incidents by 44% by introducing Data Engineering best practices and automated checks.

Customer Success Manager — Delivery Hero · 2020–2022

- Mentored 7 engineers and established Python standards adopted team-wide.
- Led Python initiatives that improved delivery throughput by 12% across 7 teams.

Junior Customer Success Manager — Stripe · 2016–2020

- Reduced incidents by 29% by introducing Data Engineering best practices and automated checks.
- Scaled Node.js services to handle 20x peak load with no downtime.

APPLICATIONS AT SWISSPORT

Data Engineer hired · fit 76

CORE SKILLS

Node.js	Expert · 8y
Data Engineering	Advanced · 3y
Python	Advanced · 5y
SQL	Advanced · 1y
AWS	Proficient · 6y
Machine Learning	Basic · 11y

LANGUAGES

German — Fluent

EDUCATION

MSc Data Science
ETH Zürich · 2010