

# Amara Haddad

## Customer Success Manager

amara.haddad.71@mail.example

+20095938145

Lisbon, PT

Open to relocation

### PROFESSIONAL SUMMARY

Customer Success Manager with 3+ years building and delivering in fast-paced product teams, currently at Spotify. Specialises in Docker, AWS, Terraform, with a track record of shipping reliable, measurable outcomes and open to relocation. Known for clear communication and ownership.

### EXPERIENCE

#### Senior Engineer — Spotify · 2024–Present

- Reduced incidents by 41% by introducing Docker best practices and automated checks.
- Scaled Terraform services to handle 34x peak load with no downtime.
- Led Docker initiatives that improved delivery throughput by 40% across 5 teams.

#### Engineer — Booking.com · 2021–2024

- Reduced incidents by 33% by introducing AWS best practices and automated checks.
- Mentored 6 engineers and established Docker standards adopted team-wide.

### APPLICATIONS AT SWISSPORT

DevOps Engineer

interview · fit 79

### CORE SKILLS

Docker	Expert · 1y
AWS	Advanced · 2y
Terraform	Advanced · 3y
Kubernetes	Proficient · 4y
React	Basic · 2y

### LANGUAGES

English — Native

### CERTIFICATIONS

CISSP (2025)

### EDUCATION

BSc Business Informatics  
Imperial College London · 2020