

Sofia Zahra

Customer Success Manager

sofia.zahra.94@mail.example +44917993276 Munich, DE

PROFESSIONAL SUMMARY

Customer Success Manager with 11+ years building and delivering in fast-paced product teams, currently at Bending Spoons. Specialises in TypeScript, AWS, Data Engineering, with a track record of shipping reliable, measurable outcomes. Known for clear communication and ownership.

EXPERIENCE

Analyst — Bending Spoons · 2022–Present

- Mentored 6 engineers and established AWS standards adopted team-wide.
- Scaled AWS services to handle 45x peak load with no downtime.
- Reduced incidents by 20% by introducing Data Engineering best practices and automated checks.

Analyst — BMW Group · 2020–2022

- Reduced incidents by 25% by introducing TypeScript best practices and automated checks.
- Scaled TypeScript services to handle 19x peak load with no downtime.

Junior Analyst — Bosch · 2017–2019

- Led AWS initiatives that improved delivery throughput by 45% across 8 teams.
- Mentored 3 engineers and established TypeScript standards adopted team-wide.

APPLICATIONS AT SWISSPORT

Baggage Reconciliation Agent applied · fit 76

Data Engineer rejected · fit 60

CORE SKILLS

TypeScript	Advanced · 3y
AWS	Proficient · 2y
Data Engineering	Proficient · 2y
Python	Proficient · 2y
SQL	Proficient · 5y
Docker	Basic · 8y

STRENGTHS

Communication

LANGUAGES

English — Native

EDUCATION

MSc Data Science
TU Berlin · 2012