

Andre Novak

Customer Success Manager

andre.novak.96@mail.example

+80181750201

Warsaw, PL

Open to relocation

PROFESSIONAL SUMMARY

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

EXPERIENCE

Team Lead — Klarna · 2022–Present

- Led JavaScript initiatives that improved delivery throughput by 12% across 6 teams.
- Shipped 7 major releases using TypeScript, cutting cycle time by 18%.
- Reduced incidents by 39% by introducing JavaScript best practices and automated checks.

Team Lead — Vodafone · 2020–2022

- Reduced incidents by 38% by introducing JavaScript best practices and automated checks.
- Owned the JavaScript stack end to end, partnering with product and operations on 6 cross-functional projects.

Junior Team Lead — Vodafone · 2017–2020

- Mentored 7 engineers and established Data Engineering standards adopted team-wide.
- Owned the JavaScript stack end to end, partnering with product and operations on 2 cross-functional projects.

APPLICATIONS AT SWISSPORT

Check-in Agent applied · fit 89

Data Analyst rejected · fit 64

CORE SKILLS

Data Engineering	Expert · 1y
TypeScript	Advanced · 5y
JavaScript	Proficient · 10y
Python	Proficient · 5y

STRENGTHS

Problem Solving

LANGUAGES

Spanish — Professional

CERTIFICATIONS

CISSP (2019)

EDUCATION

MSc Software Engineering
TU Berlin · 2007