

# Bruno Rao

## Customer Success Manager

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### PROFESSIONAL SUMMARY

Customer Success Manager with 6+ years building and delivering in fast-paced product teams, currently at Monzo. Specialises in Node.js, with a track record of shipping reliable, measurable outcomes. Known for clear communication and ownership.

### EXPERIENCE

#### ML Engineer — Monzo · 2023–Present

- Shipped 2 major releases using Node.js, cutting cycle time by 30%.
- Led Node.js initiatives that improved delivery throughput by 21% across 3 teams.
- Reduced incidents by 16% by introducing Node.js best practices and automated checks.

#### ML Engineer — DHL · 2020–2023

- Led Node.js initiatives that improved delivery throughput by 25% across 2 teams.
- Reduced incidents by 19% by introducing Node.js best practices and automated checks.

#### Junior ML Engineer — Capgemini · 2017–2021

- Reduced incidents by 25% by introducing Node.js best practices and automated checks.
- Mentored 4 engineers and established Node.js standards adopted team-wide.

### APPLICATIONS AT SWISSPORT

Ground Operations Agent applied · fit 43

Check-in Agent applied · fit 74

Talent Acquisition Partner applied · fit 89

### CORE SKILLS

Node.js Expert · 2y

### LANGUAGES

English — Native

### CERTIFICATIONS

CISSP (2021)

### EDUCATION

MSc Software Engineering  
IIT Bombay · 2017