

Zara Silva

Product Manager

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PROFESSIONAL SUMMARY

Product Manager with 4+ years building and delivering in fast-paced product teams, currently at Klarna. Specialises in AWS, Data Engineering, Docker, with a track record of shipping reliable, measurable outcomes. Known for clear communication and ownership.

EXPERIENCE

Customer Success Manager — Klarna · 2024–Present

- Shipped 8 major releases using Docker, cutting cycle time by 37%.
- Mentored 6 engineers and established Data Engineering standards adopted team-wide.
- Scaled Data Engineering services to handle 24x peak load with no downtime.

Customer Success Manager — GitLab · 2021–2024

- Shipped 7 major releases using Docker, cutting cycle time by 22%.
- Led Docker initiatives that improved delivery throughput by 27% across 4 teams.

Junior Customer Success Manager — Siemens · 2019–2021

- Reduced incidents by 20% by introducing Data Engineering best practices and automated checks.
- Mentored 7 engineers and established AWS standards adopted team-wide.

APPLICATIONS AT SWISSPORT

Cargo Operations Agent applied · fit 87

DevOps Engineer rejected · fit 91

CORE SKILLS

AWS	Expert · 2y
Data Engineering	Expert · 1y
Docker	Expert · 2y
Kubernetes	Expert · 2y
Go	Advanced · 3y
Terraform	Proficient · 6y

LANGUAGES

English — Native

EDUCATION

MSc Artificial Intelligence
Politecnico di Milano · 2017