

Hugo Silva

Customer Success Manager

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PROFESSIONAL SUMMARY

Customer Success Manager with 9+ years building and delivering in fast-paced product teams, currently at Adyen. Specialises in Kubernetes, Node.js, Python, with a track record of shipping reliable, measurable outcomes. Known for clear communication and ownership.

EXPERIENCE

Software Engineer — Adyen · 2022–Present

- Scaled Python services to handle 35x peak load with no downtime.
- Mentored 6 engineers and established Node.js standards adopted team-wide.
- Owned the Kubernetes stack end to end, partnering with product and operations on 5 cross-functional projects.

Software Engineer — Capgemini · 2020–2022

- Led Python initiatives that improved delivery throughput by 41% across 6 teams.
- Mentored 2 engineers and established Python standards adopted team-wide.

Junior Software Engineer — Allianz · 2016–2020

- Scaled Node.js services to handle 38x peak load with no downtime.
- Mentored 7 engineers and established Kubernetes standards adopted team-wide.

APPLICATIONS AT SWISSPORT

Passenger Service Agent applied · fit 92

Engineering Manager applied · fit 78

CORE SKILLS

Kubernetes	Expert · 6y
Node.js	Advanced · 4y
Python	Advanced · 7y
Docker	Proficient · 1y
Data Engineering	Proficient · 2y
TypeScript	Proficient · 2y

STRENGTHS

Leadership Stakeholder Management

LANGUAGES

English — Native

CERTIFICATIONS

AWS Solutions Architect (2022)

EDUCATION

BSc Business Informatics
TU Berlin · 2012