

Chen Silva

Recruiter

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Berlin, DE

Open to relocation

PROFESSIONAL SUMMARY

Recruiter with 14+ years building and delivering in fast-paced product teams, currently at Siemens. Specialises in JavaScript, LLMs, Fintech, with a track record of shipping reliable, measurable outcomes and open to relocation. Known for clear communication and ownership.

EXPERIENCE

Customer Success Manager — Siemens · 2022–Present

- Reduced incidents by 16% by introducing JavaScript best practices and automated checks.
- Mentored 5 engineers and established Fintech standards adopted team-wide.
- Owned the Fintech stack end to end, partnering with product and operations on 6 cross-functional projects.

Customer Success Manager — Siemens · 2019–2022

- Reduced incidents by 34% by introducing JavaScript best practices and automated checks.
- Owned the LLMs stack end to end, partnering with product and operations on 4 cross-functional projects.

Junior Customer Success Manager — Wise · 2016–2019

- Led Fintech initiatives that improved delivery throughput by 39% across 4 teams.
- Mentored 7 engineers and established Fintech standards adopted team-wide.

APPLICATIONS AT SWISSPORT

Senior Backend Engineer

offer · fit 26

CORE SKILLS

JavaScript	Expert · 4y
LLMs	Advanced · 11y
Fintech	Proficient · 7y
Payments	Proficient · 14y
Data Engineering	Basic · 11y

LANGUAGES

English — Native

CERTIFICATIONS

AWS Solutions Architect (2021)

PMP (2025)

EDUCATION

MSc Artificial Intelligence
ETH Zürich · 2008