

Yuki Chen

Customer Success Manager

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PROFESSIONAL SUMMARY

Customer Success Manager with 13+ years building and delivering in fast-paced product teams, currently at Siemens. Specialises in TypeScript, Data Engineering, Java, with a track record of shipping reliable, measurable outcomes and open to relocation. Known for clear communication and ownership.

EXPERIENCE

Analyst — Siemens · 2022–Present

- Scaled Java services to handle 17x peak load with no downtime.
- Reduced incidents by 44% by introducing Java best practices and automated checks.
- Shipped 3 major releases using TypeScript, cutting cycle time by 15%.

Analyst — GitLab · 2020–2022

- Shipped 7 major releases using Data Engineering, cutting cycle time by 17%.
- Mentored 7 engineers and established Data Engineering standards adopted team-wide.

Junior Analyst — Stripe · 2017–2020

- Shipped 2 major releases using Java, cutting cycle time by 44%.
- Owned the Java stack end to end, partnering with product and operations on 2 cross-functional projects.

APPLICATIONS AT SWISSPORT

Sales Engineer applied · fit 86

CORE SKILLS

TypeScript	Expert · 3y
Data Engineering	Advanced · 5y
Java	Advanced · 10y
Machine Learning	Proficient · 6y

STRENGTHS

Problem Solving Leadership

LANGUAGES

English — Native

CERTIFICATIONS

CISSP (2024)

EDUCATION

BSc Business Informatics
University of Manchester · 2010