

Diego Ali

Senior Engineer

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Milan, IT

Open to relocation

PROFESSIONAL SUMMARY

Senior Engineer with 10+ years building and delivering in fast-paced product teams, currently at Spotify. Specialises in JavaScript, Machine Learning, Payments, with a track record of shipping reliable, measurable outcomes and open to relocation. Known for clear communication and ownership.

EXPERIENCE

Customer Success Manager — Spotify · 2022–Present

- Led Payments initiatives that improved delivery throughput by 39% across 5 teams.
- Shipped 6 major releases using Machine Learning, cutting cycle time by 22%.
- Reduced incidents by 30% by introducing JavaScript best practices and automated checks.

Customer Success Manager — Booking.com · 2020–2022

- Shipped 8 major releases using Payments, cutting cycle time by 40%.
- Reduced incidents by 23% by introducing Machine Learning best practices and automated checks.

Junior Customer Success Manager — Accenture · 2016–2019

- Scaled Payments services to handle 12x peak load with no downtime.
- Reduced incidents by 44% by introducing JavaScript best practices and automated checks.

APPLICATIONS AT SWISSPORT

Station Manager applied · fit 76

Technical Recruiter rejected · fit 74

CORE SKILLS

JavaScript	Expert · 4y
Machine Learning	Expert · 9y
Payments	Advanced · 2y
SQL	Advanced · 2y
AWS	Proficient · 9y
Terraform	Proficient · 5y

STRENGTHS

Leadership

LANGUAGES

English — Fluent

Spanish — Conversational

EDUCATION

MSc Software Engineering
University of Amsterdam · 2013