

# Lucia Patel

## Customer Success Manager

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### PROFESSIONAL SUMMARY

Customer Success Manager with 6+ years building and delivering in fast-paced product teams, currently at Monzo. Specialises in Python, Kubernetes, SQL, with a track record of shipping reliable, measurable outcomes. Known for clear communication and ownership.

### EXPERIENCE

#### Senior Engineer — Monzo · 2023–Present

- Mentored 2 engineers and established Python standards adopted team-wide.
- Owned the Kubernetes stack end to end, partnering with product and operations on 7 cross-functional projects.
- Scaled Python services to handle 33x peak load with no downtime.

#### Engineer — Booking.com · 2021–2023

- Scaled Kubernetes services to handle 20x peak load with no downtime.
- Shipped 8 major releases using Python, cutting cycle time by 39%.

#### Junior Engineer — Vodafone · 2017–2021

- Mentored 7 engineers and established SQL standards adopted team-wide.
- Scaled Python services to handle 41x peak load with no downtime.

### APPLICATIONS AT SWISSPORT

Cargo Operations Agent	applied · fit 47
Passenger Services Supervisor	applied · fit 40
Software Engineering Intern	rejected · fit 92

### CORE SKILLS

Python	Expert · 2y
Kubernetes	Proficient · 2y
SQL	Proficient · 2y
B2B SaaS	Basic · 6y

### STRENGTHS

Problem Solving

### LANGUAGES

English — Native

German — Native

### CERTIFICATIONS

AWS Solutions Architect (2022)

### EDUCATION

BEng Information Systems  
Trinity College Dublin · 2015