

# Lena Johansson

## Customer Success Manager

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Madrid, ES

Open to relocation

### PROFESSIONAL SUMMARY

Customer Success Manager with 10+ years building and delivering in fast-paced product teams, currently at Booking.com. Specialises in Terraform, Java, Cybersecurity, with a track record of shipping reliable, measurable outcomes and open to relocation. Known for clear communication and ownership.

### EXPERIENCE

#### Product Manager — Booking.com · 2022–Present

- Led Cybersecurity initiatives that improved delivery throughput by 17% across 5 teams.
- Mentored 4 engineers and established Cybersecurity standards adopted team-wide.
- Shipped 4 major releases using Java, cutting cycle time by 34%.

#### Product Manager — Lufthansa Technik · 2020–2022

- Owned the Java stack end to end, partnering with product and operations on 3 cross-functional projects.
- Shipped 4 major releases using Terraform, cutting cycle time by 19%.

#### Junior Product Manager — Zalando · 2017–2019

- Scaled Cybersecurity services to handle 23x peak load with no downtime.
- Owned the Terraform stack end to end, partnering with product and operations on 3 cross-functional projects.

### APPLICATIONS AT SWISSPORT

Cargo Operations Agent applied · fit 62

Financial Analyst screening · fit 73

### CORE SKILLS

**Terraform** Expert · 2y  
**Java** Advanced · 5y  
**Cybersecurity** Basic · 7y

### STRENGTHS

Problem Solving

### LANGUAGES

English — Native

### CERTIFICATIONS

AWS Solutions Architect (2020)

### EDUCATION

BSc Computer Science  
Imperial College London · 2011