

Ada Chen

Customer Success Manager

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PROFESSIONAL SUMMARY

Customer Success Manager with 7+ years building and delivering in fast-paced product teams, currently at Booking.com. Specialises in Python, Payments, SQL, with a track record of shipping reliable, measurable outcomes. Known for clear communication and ownership.

EXPERIENCE

DevOps Engineer — Booking.com · 2022–Present

- Scaled Payments services to handle 23x peak load with no downtime.
- Owned the SQL stack end to end, partnering with product and operations on 4 cross-functional projects.
- Shipped 2 major releases using Python, cutting cycle time by 42%.

DevOps Engineer — DHL · 2019–2022

- Shipped 6 major releases using Python, cutting cycle time by 43%.
- Reduced incidents by 39% by introducing Python best practices and automated checks.

Junior DevOps Engineer — DHL · 2016–2020

- Reduced incidents by 30% by introducing Payments best practices and automated checks.
- Scaled Payments services to handle 14x peak load with no downtime.

APPLICATIONS AT SWISSPORT

Lounge Agent applied · fit 64

De-icing Operator applied · fit 65

Financial Analyst screening · fit 74

CORE SKILLS

Python Expert · 3y
Payments Proficient · 5y
SQL Basic · 5y

STRENGTHS

Communication
Stakeholder Management

LANGUAGES

English — Native

EDUCATION

MSc Software Engineering
KTH Stockholm · 2014