

Sara Rao

Product Manager

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PROFESSIONAL SUMMARY

Product Manager with 15+ years building and delivering in fast-paced product teams, currently at Babel. Specialises in Payments, AWS, LLMs, with a track record of shipping reliable, measurable outcomes. Known for clear communication and ownership.

EXPERIENCE

Team Lead — Babel · 2022–Present

- Scaled AWS services to handle 41x peak load with no downtime.
- Reduced incidents by 32% by introducing Payments best practices and automated checks.
- Mentored 7 engineers and established LLMs standards adopted team-wide.

Team Lead — Vodafone · 2019–2022

- Scaled LLMs services to handle 21x peak load with no downtime.
- Mentored 5 engineers and established Payments standards adopted team-wide.

Junior Team Lead — Lufthansa Technik · 2016–2019

- Shipped 5 major releases using Payments, cutting cycle time by 36%.
- Reduced incidents by 12% by introducing LLMs best practices and automated checks.

APPLICATIONS AT SWISSPORT

Aircraft Marshaller applied · fit 54

Warehouse Supervisor applied · fit 47

Technical Recruiter interview · fit 64

CORE SKILLS

Payments Expert · 4y
AWS Advanced · 6y
LLMs Proficient · 12y
Machine Learning Proficient · 6y

LANGUAGES

English — Native

CERTIFICATIONS

AWS Solutions Architect (2019)

EDUCATION

MSc Artificial Intelligence
Politecnico di Milano · 2007