

# Hugo Silva

## Customer Success Manager

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### PROFESSIONAL SUMMARY

Customer Success Manager with 0+ years building and delivering in fast-paced product teams, currently at BMW. Specialises in Data Engineering, Docker, JavaScript, with a track record of shipping reliable, measurable outcomes. Known for clear communication and ownership.

### EXPERIENCE

#### Frontend Developer — BMW · 2025–Present

- Led JavaScript initiatives that improved delivery throughput by 25% across 6 teams.
- Reduced incidents by 35% by introducing Data Engineering best practices and automated checks.
- Owned the JavaScript stack end to end, partnering with product and operations on 5 cross-functional projects.

#### Frontend Developer — Bosch · 2023–2025

- Scaled JavaScript services to handle 22x peak load with no downtime.
- Shipped 4 major releases using Data Engineering, cutting cycle time by 22%.

### APPLICATIONS AT SWISSPORT

Enterprise Account Executive applied · fit 43

### CORE SKILLS

**Data Engineering** Advanced · 1y

**Docker** Advanced · 1y

**JavaScript** Basic · 1y

### STRENGTHS

Communication

### LANGUAGES

Spanish — Native

### CERTIFICATIONS

PMP (2024)

### EDUCATION

BSc Business Informatics

TU Munich · 2021