

# Mateo Khan

## Customer Success Manager

mateo.khan.256@mail.example

+21959488934

Amsterdam, NL

Open to relocation

### PROFESSIONAL SUMMARY

Customer Success Manager with 4+ years building and delivering in fast-paced product teams, currently at Wayfair. Specialises in React, B2B SaaS, LLMs, with a track record of shipping reliable, measurable outcomes and open to relocation. Known for clear communication and ownership.

### EXPERIENCE

#### DevOps Engineer — Wayfair · 2024–Present

- Mentored 2 engineers and established React standards adopted team-wide.
- Reduced incidents by 28% by introducing React best practices and automated checks.
- Scaled React services to handle 19x peak load with no downtime.

#### DevOps Engineer — Datadog · 2022–2024

- Scaled React services to handle 15x peak load with no downtime.
- Led React initiatives that improved delivery throughput by 35% across 2 teams.

#### Junior DevOps Engineer — DHL · 2018–2021

- Mentored 2 engineers and established React standards adopted team-wide.
- Reduced incidents by 19% by introducing React best practices and automated checks.

### APPLICATIONS AT SWISSPORT

Talent Acquisition Partner interview · fit 55

### CORE SKILLS

**React** Expert · 4y  
**B2B SaaS** Advanced · 4y  
**LLMs** Advanced · 4y

### STRENGTHS

Stakeholder Management

### LANGUAGES

English — Native

### CERTIFICATIONS

PMP (2020)

### EDUCATION

MSc Software Engineering  
Imperial College London · 2018