

# Sara Brown

## Designer

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### PROFESSIONAL SUMMARY

Designer with 11+ years building and delivering in fast-paced product teams, currently at Booking.com. Specialises in Machine Learning, Payments, with a track record of shipping reliable, measurable outcomes. Known for clear communication and ownership.

### EXPERIENCE

#### Customer Success Manager — Booking.com · 2022–Present

- Shipped 5 major releases using Payments, cutting cycle time by 43%.
- Reduced incidents by 31% by introducing Machine Learning best practices and automated checks.
- Led Payments initiatives that improved delivery throughput by 14% across 8 teams.

#### Customer Success Manager — Zalando · 2020–2022

- Owned the Payments stack end to end, partnering with product and operations on 3 cross-functional projects.
- Led Machine Learning initiatives that improved delivery throughput by 24% across 5 teams.

#### Junior Customer Success Manager — Stripe · 2017–2020

- Led Machine Learning initiatives that improved delivery throughput by 17% across 7 teams.
- Reduced incidents by 45% by introducing Machine Learning best practices and automated checks.

### APPLICATIONS AT SWISSPORT

Financial Analyst rejected · fit 91

Gate Agent applied · fit 83

### CORE SKILLS

Machine Learning Advanced · 6y

Payments Advanced · 1y

### STRENGTHS

Communication

Stakeholder Management

### LANGUAGES

English — Native

### CERTIFICATIONS

AWS Solutions Architect (2021)

### EDUCATION

BSc Computer Science

ETH Zürich · 2012