

Olivia Ali

Architect

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Open to relocation

PROFESSIONAL SUMMARY

Architect with 16+ years building and delivering in fast-paced product teams, currently at Booking.com. Specialises in Machine Learning, LLMs, with a track record of shipping reliable, measurable outcomes and open to relocation. Known for clear communication and ownership.

EXPERIENCE

Customer Success Manager — Booking.com · 2022–Present

- Reduced incidents by 34% by introducing LLMs best practices and automated checks.
- Led LLMs initiatives that improved delivery throughput by 20% across 2 teams.
- Owned the LLMs stack end to end, partnering with product and operations on 4 cross-functional projects.

Customer Success Manager — DHL · 2020–2022

- Led Machine Learning initiatives that improved delivery throughput by 22% across 5 teams.
- Shipped 2 major releases using LLMs, cutting cycle time by 40%.

Junior Customer Success Manager — DHL · 2016–2020

- Owned the LLMs stack end to end, partnering with product and operations on 3 cross-functional projects.
- Shipped 2 major releases using LLMs, cutting cycle time by 21%.

APPLICATIONS AT SWISSPORT

Cargo Handler applied · fit 51

CORE SKILLS

Machine Learning Expert · 13y

LLMs Advanced · 11y

STRENGTHS

Stakeholder Management

LANGUAGES

English — Native

CERTIFICATIONS

AWS Solutions Architect (2023)

EDUCATION

MSc Software Engineering

TU Munich · 2006