

# Lena Schmidt

## Team Lead

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+44572135631

Warsaw, PL

Open to relocation

## PROFESSIONAL SUMMARY

Team Lead with 0+ years building and delivering in fast-paced product teams, currently at Zalando. Specialises in Fintech, with a track record of shipping reliable, measurable outcomes and open to relocation. Known for clear communication and ownership.

## EXPERIENCE

### Customer Success Manager — Zalando · 2025–Present

- Owned the Fintech stack end to end, partnering with product and operations on 7 cross-functional projects.
- Shipped 8 major releases using Fintech, cutting cycle time by 40%.
- Mentored 7 engineers and established Fintech standards adopted team-wide.

### Customer Success Manager — DHL · 2023–2025

- Shipped 5 major releases using Fintech, cutting cycle time by 42%.
- Led Fintech initiatives that improved delivery throughput by 12% across 4 teams.

## APPLICATIONS AT SWISSPORT

Security Supervisor applied · fit 90

Baggage Handler applied · fit 70

## CORE SKILLS

Fintech Advanced · 1y

## STRENGTHS

Communication

Leadership

## LANGUAGES

English — Native

## CERTIFICATIONS

CISSP (2020)

PMP (2019)

## EDUCATION

BEng Information Systems  
University of Amsterdam · 2022