

Noah Costa

Customer Success Manager

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PROFESSIONAL SUMMARY

Customer Success Manager with 4+ years building and delivering in fast-paced product teams, currently at SAP. Specialises in Java, AWS, Cybersecurity, with a track record of shipping reliable, measurable outcomes. Known for clear communication and ownership.

EXPERIENCE

ML Engineer — SAP · 2024–Present

- Owned the AWS stack end to end, partnering with product and operations on 7 cross-functional projects.
- Led AWS initiatives that improved delivery throughput by 14% across 8 teams.
- Reduced incidents by 15% by introducing Cybersecurity best practices and automated checks.

ML Engineer — Accenture · 2022–2024

- Reduced incidents by 43% by introducing Java best practices and automated checks.
- Scaled Cybersecurity services to handle 19x peak load with no downtime.

Junior ML Engineer — Maersk · 2019–2021

- Led Java initiatives that improved delivery throughput by 41% across 8 teams.
- Scaled Cybersecurity services to handle 44x peak load with no downtime.

APPLICATIONS AT SWISSPORT

Baggage Reconciliation Agent applied · fit 65

De-icing Operator applied · fit 51

CORE SKILLS

Java	Expert · 3y
AWS	Advanced · 1y
Cybersecurity	Advanced · 4y
Node.js	Basic · 4y

LANGUAGES

English — Native

EDUCATION

MSc Artificial Intelligence
University of Manchester · 2018