

Tomas Ivanov

Designer

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PROFESSIONAL SUMMARY

Designer with 7+ years building and delivering in fast-paced product teams, currently at Trade Republic. Specialises in LLMs, Docker, Fintech, with a track record of shipping reliable, measurable outcomes. Known for clear communication and ownership.

EXPERIENCE

Customer Success Manager — Trade Republic · 2022–Present

- Owned the LLMs stack end to end, partnering with product and operations on 4 cross-functional projects.
- Reduced incidents by 30% by introducing LLMs best practices and automated checks.
- Mentored 6 engineers and established Docker standards adopted team-wide.

Customer Success Manager — Klarna · 2020–2022

- Mentored 5 engineers and established Docker standards adopted team-wide.
- Reduced incidents by 32% by introducing Docker best practices and automated checks.

Junior Customer Success Manager — Maersk · 2016–2019

- Shipped 5 major releases using Fintech, cutting cycle time by 37%.
- Reduced incidents by 17% by introducing Fintech best practices and automated checks.

APPLICATIONS AT SWISSPORT

Cargo Hub Operations Manager applied · fit 64

CORE SKILLS

LLMs	Expert · 2y
Docker	Proficient · 6y
Fintech	Proficient · 2y
JavaScript	Basic · 1y

LANGUAGES

English — Professional

EDUCATION

MSc Software Engineering
IIT Bombay · 2016