

Samuel Muller

Customer Success Manager

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Stockholm, SE

Open to relocation

PROFESSIONAL SUMMARY

Customer Success Manager with 2+ years building and delivering in fast-paced product teams, currently at Contentful. Specialises in Stakeholder Management, Spanish, with a track record of shipping reliable, measurable outcomes and open to relocation. Known for clear communication and ownership.

EXPERIENCE

DevOps Engineer — Contentful · 2025–Present

- Led Stakeholder Management initiatives that improved delivery throughput by 26% across 5 teams.
- Owned the Spanish stack end to end, partnering with product and operations on 3 cross-functional projects.
- Shipped 6 major releases using Spanish, cutting cycle time by 32%.

DevOps Engineer — SAP · 2022–2025

- Reduced incidents by 26% by introducing Stakeholder Management best practices and automated checks.
- Scaled Spanish services to handle 45x peak load with no downtime.

APPLICATIONS AT SWISSPORT

Cargo Supervisor applied · fit 46

CORE SKILLS

Stakeholder Management Expert · 2y

Spanish Proficient · 2y

STRENGTHS

Stakeholder Management

LANGUAGES

Spanish — Professional

EDUCATION

BEng Information Systems
ETH Zürich · 2020