

Zara Schmidt

Team Lead

zara.schmidt.452@mail.example +52059263696 London, GB

PROFESSIONAL SUMMARY

Team Lead with 10+ years building and delivering in fast-paced product teams, currently at Forto. Specialises in TypeScript, with a track record of shipping reliable, measurable outcomes. Known for clear communication and ownership.

EXPERIENCE

Customer Success Manager — Forto · 2022–Present

- Owned the TypeScript stack end to end, partnering with product and operations on 6 cross-functional projects.
- Mentored 4 engineers and established TypeScript standards adopted team-wide.
- Led TypeScript initiatives that improved delivery throughput by 35% across 5 teams.

Customer Success Manager — ING · 2020–2022

- Reduced incidents by 15% by introducing TypeScript best practices and automated checks.
- Mentored 5 engineers and established TypeScript standards adopted team-wide.

Junior Customer Success Manager — Accenture · 2016–2020

- Scaled TypeScript services to handle 20x peak load with no downtime.
- Shipped 5 major releases using TypeScript, cutting cycle time by 15%.

APPLICATIONS AT SWISSPORT

Station Manager applied · fit 41

CORE SKILLS

TypeScript Proficient · 10y

STRENGTHS

Leadership

LANGUAGES

English — Native

EDUCATION

MSc Artificial Intelligence
TU Munich · 2012