

Theo Bjork

Customer Success Manager

theo.bjork.h2@mail.example +58664697321 Lisbon, PT

PROFESSIONAL SUMMARY

Customer Success Manager with 12+ years building and delivering in fast-paced product teams, currently at Stripe. Specialises in Payments, AWS, Data Engineering, with a track record of shipping reliable, measurable outcomes. Known for clear communication and ownership.

EXPERIENCE

Data Engineer — Stripe · 2022–Present

- Reduced incidents by 22% by introducing AWS best practices and automated checks.
- Led AWS initiatives that improved delivery throughput by 17% across 5 teams.
- Mentored 4 engineers and established Data Engineering standards adopted team-wide.

Data Engineer — Wise · 2019–2022

- Led AWS initiatives that improved delivery throughput by 26% across 8 teams.
- Scaled Payments services to handle 25x peak load with no downtime.

Junior Data Engineer — GitLab · 2017–2019

- Reduced incidents by 31% by introducing Payments best practices and automated checks.
- Mentored 8 engineers and established Data Engineering standards adopted team-wide.

APPLICATIONS AT SWISSPORT

Data Engineer rejected · fit 60

CORE SKILLS

Payments	Expert · 7y
AWS	Proficient · 2y
Data Engineering	Proficient · 1y
Python	Proficient · 3y
SQL	Proficient · 3y
Cybersecurity	Basic · 12y
Docker	Basic · 3y

LANGUAGES

English — Native

EDUCATION

BEng Information Systems
IIT Bombay · 2009