

# Amara Dubois

## Customer Success Manager

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### PROFESSIONAL SUMMARY

Customer Success Manager with 3+ years building and delivering in fast-paced product teams, currently at Infobip. Specialises in Terraform, with a track record of shipping reliable, measurable outcomes. Known for clear communication and ownership.

### EXPERIENCE

#### Data Scientist — Infobip · 2024–Present

- Led Terraform initiatives that improved delivery throughput by 12% across 5 teams.
- Shipped 6 major releases using Terraform, cutting cycle time by 12%.
- Reduced incidents by 13% by introducing Terraform best practices and automated checks.

#### Data Scientist — Capgemini · 2021–2024

- Owned the Terraform stack end to end, partnering with product and operations on 6 cross-functional projects.
- Led Terraform initiatives that improved delivery throughput by 30% across 6 teams.

### APPLICATIONS AT SWISSPORT

Financial Analyst rejected · fit 92

### CORE SKILLS

Terraform Proficient · 2y

### LANGUAGES

English — Native

### CERTIFICATIONS

AWS Solutions Architect (2025)

### EDUCATION

BEng Information Systems  
University of Amsterdam · 2018