

Chen Wagner

Customer Success Manager

chen.wagner.h69@mail.example +73362220582 Zurich, CH

PROFESSIONAL SUMMARY

Customer Success Manager with 10+ years building and delivering in fast-paced product teams, currently at Bending Spoons. Specialises in Python, Fintech, JavaScript, with a track record of shipping reliable, measurable outcomes. Known for clear communication and ownership.

EXPERIENCE

Team Lead — Bending Spoons · 2022–Present

- Reduced incidents by 24% by introducing Fintech best practices and automated checks.
- Mentored 7 engineers and established Python standards adopted team-wide.
- Owned the Fintech stack end to end, partnering with product and operations on 2 cross-functional projects.

Team Lead — Capgemini · 2019–2022

- Mentored 8 engineers and established Fintech standards adopted team-wide.
- Shipped 7 major releases using Python, cutting cycle time by 43%.

Junior Team Lead — BMW Group · 2016–2020

- Mentored 4 engineers and established Python standards adopted team-wide.
- Led Fintech initiatives that improved delivery throughput by 26% across 3 teams.

APPLICATIONS AT SWISSPORT

| | |
|--------------------|-------------------|
| Compliance Officer | applied · fit 67 |
| Bid Manager | applied · fit 62 |
| Product Manager | rejected · fit 83 |

CORE SKILLS

| | |
|---------------|-----------------|
| Python | Expert · 4y |
| Fintech | Advanced · 6y |
| JavaScript | Proficient · 1y |
| Cybersecurity | Basic · 6y |

STRENGTHS

Problem Solving Communication

LANGUAGES

German — Native
Spanish — Professional

CERTIFICATIONS

PMP (2019)

EDUCATION

BSc Computer Science
Politecnico di Milano · 2012