

Diego Horvat

Customer Success Manager

diego.horvat.h76@mail.example

+77840585922

New York, US

PROFESSIONAL SUMMARY

Customer Success Manager with 17+ years building and delivering in fast-paced product teams, currently at Monzo. Specialises in Data Engineering, Kubernetes, React, with a track record of shipping reliable, measurable outcomes. Known for clear communication and ownership.

EXPERIENCE

Product Manager — Monzo · 2022–Present

- Led Data Engineering initiatives that improved delivery throughput by 15% across 6 teams.
- Owned the React stack end to end, partnering with product and operations on 3 cross-functional projects.
- Scaled React services to handle 17x peak load with no downtime.

Product Manager — DHL · 2020–2022

- Reduced incidents by 17% by introducing Data Engineering best practices and automated checks.
- Mentored 6 engineers and established React standards adopted team-wide.

Junior Product Manager — Wise · 2016–2020

- Owned the Kubernetes stack end to end, partnering with product and operations on 4 cross-functional projects.
- Scaled React services to handle 30x peak load with no downtime.

APPLICATIONS AT SWISSPORT

Sales Engineer

hired · fit 80

CORE SKILLS

Data Engineering	Expert · 4y
Kubernetes	Expert · 3y
React	Advanced · 10y
SQL	Advanced · 6y
Machine Learning	Advanced · 1y

STRENGTHS

Problem Solving

LANGUAGES

English — Fluent

CERTIFICATIONS

CISSP (2021)

EDUCATION

MSc Artificial Intelligence
KTH Stockholm · 2005