

Marco Bianchi

Customer Success Manager

marco.bianchi.h89@mail.example +41470364326 Dublin, IE

PROFESSIONAL SUMMARY

Customer Success Manager with 19+ years building and delivering in fast-paced product teams, currently at SAP. Specialises in Cybersecurity, Docker, Java, with a track record of shipping reliable, measurable outcomes. Known for clear communication and ownership.

EXPERIENCE

Team Lead — SAP · 2022–Present

- Led Cybersecurity initiatives that improved delivery throughput by 25% across 4 teams.
- Shipped 5 major releases using Docker, cutting cycle time by 36%.
- Owned the Docker stack end to end, partnering with product and operations on 4 cross-functional projects.

Team Lead — Wise · 2020–2022

- Led Java initiatives that improved delivery throughput by 25% across 5 teams.
- Mentored 2 engineers and established Cybersecurity standards adopted team-wide.

Junior Team Lead — Accenture · 2017–2019

- Scaled Java services to handle 19x peak load with no downtime.
- Shipped 6 major releases using Cybersecurity, cutting cycle time by 28%.

APPLICATIONS AT SWISSPORT

Ground Operations Manager applied · fit 82

Ramp Team Leader applied · fit 44

Business Analyst interview · fit 64

CORE SKILLS

Cybersecurity	Expert · 2y
Docker	Proficient · 15y
Java	Proficient · 6y
TypeScript	Basic · 16y

STRENGTHS

Problem Solving

LANGUAGES

English — Native

EDUCATION

MSc Artificial Intelligence
KTH Stockholm · 2003