

Tom Tanaka

Senior Engineer

tom.tanaka.h99@mail.example +10878735046 Geneva, CH

PROFESSIONAL SUMMARY

Senior Engineer with 12+ years building and delivering in fast-paced product teams, currently at SAP. Specialises in AWS, Python, B2B SaaS, with a track record of shipping reliable, measurable outcomes. Known for clear communication and ownership.

EXPERIENCE

Customer Success Manager — SAP · 2022–Present

- Scaled AWS services to handle 34x peak load with no downtime.
- Reduced incidents by 29% by introducing AWS best practices and automated checks.
- Mentored 8 engineers and established AWS standards adopted team-wide.

Customer Success Manager — BMW Group · 2019–2022

- Reduced incidents by 29% by introducing B2B SaaS best practices and automated checks.
- Shipped 5 major releases using Python, cutting cycle time by 28%.

Junior Customer Success Manager — Accenture · 2017–2020

- Scaled Python services to handle 44x peak load with no downtime.
- Led AWS initiatives that improved delivery throughput by 16% across 4 teams.

APPLICATIONS AT SWISSPORT

Data Engineer applied · fit 76

CORE SKILLS

AWS	Expert · 4y
Python	Expert · 5y
B2B SaaS	Proficient · 2y
Data Engineering	Proficient · 1y
SQL	Proficient · 4y
Fintech	Basic · 11y

STRENGTHS

Problem Solving

LANGUAGES

English — Native

CERTIFICATIONS

AWS Solutions Architect (2019)

EDUCATION

MSc Artificial Intelligence
Politecnico di Milano · 2011