

Tomas Ivanov

Customer Success Manager

tomas.ivanov.h106@mail.example +61406554009 Amsterdam, NL

PROFESSIONAL SUMMARY

Customer Success Manager with 14+ years building and delivering in fast-paced product teams, currently at Datadog. Specialises in Python, Java, with a track record of shipping reliable, measurable outcomes. Known for clear communication and ownership.

EXPERIENCE

Backend Developer — Datadog · 2022–Present

- Owned the Python stack end to end, partnering with product and operations on 3 cross-functional projects.
- Led Python initiatives that improved delivery throughput by 44% across 8 teams.
- Scaled Python services to handle 35x peak load with no downtime.

Backend Developer — BMW Group · 2020–2022

- Scaled Python services to handle 24x peak load with no downtime.
- Reduced incidents by 38% by introducing Python best practices and automated checks.

Junior Backend Developer — Klarna · 2017–2020

- Reduced incidents by 31% by introducing Python best practices and automated checks.
- Owned the Java stack end to end, partnering with product and operations on 4 cross-functional projects.

APPLICATIONS AT SWISSPORT

Operations Coordinator applied · fit 38

Engineering Manager applied · fit 95

CORE SKILLS

Python Advanced · 3y

Java Proficient · 2y

STRENGTHS

Leadership Stakeholder Management

LANGUAGES

English — Professional

EDUCATION

MSc Artificial Intelligence

KTH Stockholm · 2009