

Stefan Stahuber

About Me

Motivated IT professional with expertise in SQL troubleshooting, data analysis, and product management. A passionate problem solver skilled at identifying client pain points and delivering effective solutions. Experienced in user training, adapting software to fit workflows, and ensuring high data integrity through visualization and modeling. Fluent in German and English, with conversational French. Currently taking French lessons with the Quebec government's Francisation program.

Experience

Since January 2025

Applications Engineer [System Logistics / Krones](#)

- Designed and implemented custom SQL solutions to resolve inefficiencies in client workflows, resulting in a 20% boost in production output.
- Acted as a liaison between clients and developers to translate operational pain points into technical features, leading to faster deployment and higher user adoption.
- Built tailored reports and dashboards based on client needs, improving data clarity and enabling more informed decision-making.

July 2021 - March 2025

Product Lead/Azure Administrator [Jonas Software](#)

- Delivered tailored onboarding and training to new cloud clients who struggled with adoption, improving retention rates by 25%.
- Managed over 350 Azure virtual machines across a multi-tenant environment to ensure platform stability, achieving 99.9% uptime and increased client trust.
- Coordinated product improvements based on client feedback, increasing feature satisfaction and reducing churn across the user base.

Resolved escalations for high-value clients by diagnosing root causes quickly, leading to stronger partnerships and fewer service interruptions.

March 2020 – July 2021

Technical Support Specialist [Jonas Software](#)

- Investigated and resolved SQL and application issues using logs and trace tools, decreasing downtime and speeding up issue resolution.
- Initiated proactive outreach to at-risk clients, increasing satisfaction and earning promotion to the Key Accounts team.

Since March 2024

Freelance IT-Consulting [WebPretzel](#)

- Developed tailored Excel and SQL reporting solutions for clients using Jonas Software, enabling clearer financial insights and faster decision-making.
- Designed AI-powered tools using LLMs to automate repetitive tasks, including a reporting agent that generates SQL queries on demand.
- Advised Jonas Software clients on cloud migrations, licensing, and infrastructure needs, helping ensure smooth transitions with minimal disruption.

January 2019 – March 2020

Account Manager Pacific Bottleworks Co

- Introduced data-driven reorder strategies for retail clients, increasing repeat sales by 15% and improving brand loyalty.
- Ran targeted social campaigns aligned with promotions, boosting online engagement and driving a 10% rise in demand.
- Analyzed sales data to optimize product placements, resulting in better merchandising and faster turnover.
- Improved logistics coordination with distribution partners, reducing delays and enhancing customer satisfaction.

January 2016- January 2019

Account Manager Filcon Electronics

- Managed critical accounts in aerospace/defense sectors, guiding clients through complex compliance needs to deliver tailored hardware on time.
- Partnered with internal engineering and QA teams to meet precise documentation and delivery expectations.
- Served as the main contact for technical communication, solving issues quickly and building lasting client trust.
- Interpreted regulated specs into actionable steps, reducing project delays and improving client confidence.

Education

2022
Web Development Bootcamp
by Dr. Angela Yu
2019
Bachelor Professional Trade and
Commerce (CCI)
Akademie Handel e.V. Munich

Hard-Skills

Cloud & SaaS: Azure, Terraform, Google Cloud, PDQ, Ansible
Automation & Scripting: PowerShell, SQL, Python
AI Models: OpenAI, Llama, Claude
Web: React, JavaScript, Firebase, GraphQL & REST APIs
Tools: Salesforce, Jira, Office

Soft-Skills

Customer Success & Support
Technical Troubleshooting
Communication
Team Collaboration
Problem-Solving
Time Management
Analytical Thinking
User Advocacy

Contact

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