

# Henna Singh

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[LinkedIn](#) | [Github](#) | [hennasingh.dev](#) | Naturalized Irish Citizen

## Professional Summary

Application Support Engineer experienced in supporting SaaS platforms, troubleshooting complex customer issues, and collaborating with engineering teams to drive resolutions. Known for clear customer communication and improving support knowledge bases to reduce recurring issues. Seeking a long-term role within a collaborative and well-structured support organization.

## Skills

**Languages:** JavaScript, HTML5, CSS3, Python

**Databases:** Firebase, MongoDB Atlas, Postgres, Supabase

**Support & Troubleshooting:** API debugging, log analysis, SaaS support, incident analysis, issue resolution

**Tools:** Git, Github, JIRA, AWS S3, Postman, Cloudflare, Heroku, Splunk, Grafana

**Other Skills:** Community Leadership, Technical documentation

## Education

AI Developer Path

*Scrimba (2025-2026)*

Diploma in Full Stack Development (E-commerce)

*Code Institute (2024-2025)*

Frontend Developer Career Path

*Scrimba (2023-2024)*

Bachelors in Technology – Computer Science

*Punjab Technical University(2006-2010)*

## Work Experience

### Independent Software Developer & Technical Consultant

*Dublin Ireland | Sept 2024 - Present*

- Delivered full-stack web applications and technical consulting projects using Django, JavaScript and cloud services
- Developed and maintained portfolio applications to strengthen backend and troubleshooting skills relevant to SaaS support environments..
- Continued professional development in AI systems and web architecture while pursuing contract opportunities.
- **Artisan Alley:** The MVP website is a directory of local artists and markets in Ireland .
  - Tech Stack: **Django, Bootstrap, HTML5, CSS3, Supabase, Cloudinary, AWS S3**
- **Potterville:** Harry Potter quiz app.
  - Tech Stack: **HTML5, CSS3, JavaScript.**
- **Creative Corner** The objective of the project is to bring budding artists in Stillorgan, Dublin under one place to show art or take workshops.

### Developer Program Manager - MongoDB Ltd

*Dublin Ireland | Feb 2023 - Aug 2024*

- Partnered with developer communities to identify product issues and improve developer adoption of MongoDB tools.
- Drove feedback loops between developers, support, and engineering teams to improve product experience.
- Increased engagement by addressing recurring developer pain points through documentation and support initiatives.

- Developed a series of [Mobile Bytes](#) articles for MongoDB Mobile addressing common gaps and gotchas in product knowledge reducing repeated support queries
- Resolved product usage issues through community and direct developer engagement
- Initiated a [100 days of code](#) challenge in the [community forum](#) to motivate the community to build with MongoDB and share their experience.
- Led Mobile Developer user research program to get user feedback on MongoDB's mobile offerings. Collaborated with engineering and product teams to communicate customer pain points and improve developer experience.

- Promoted with additional responsibilities and led EMEA/APAC Realm support team of up to 5 people including interviewing, onboarding, and mentoring new team members.
- Led escalation handling on high profile customer issues and managed high workload at peak hours.
- Delivered training sessions and produced knowledge base articles to improve issue resolution speed.
- Collaborated with engineering and product teams to resolve product defects and improve customer experience.

- First dedicated mobile support engineer hired for MongoDB team.
- Supported customers using our Realm mobile application databases, legacy Realm Cloud, and the modern MongoDB Realm / Atlas Device Sync successor.
- Investigated customer issues using monitoring and log analysis tools including Grafana and Splunk
- Created internal go-to documentation, knowledge articles, and troubleshooting guide to accelerate issue resolution..
- Recognized with an Outstanding Contributor Award for impact and performance.

## Leadership & Technical Community Engagement

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- Lead Organizer and contributor including annual Devfest and International Women's Day (IWD) Events in Dublin supporting developer learning through technical events and collaborations.
- Initiated collaboration on some events with other local user groups, starting with React Dublin. Collaborative events include topics and promotion from connected communities.

## Advocacy and Writing

Delivered talks and published technical content related to MongoDB and developer tooling across internal/external conferences.

- [Blogging on Medium and Hashnode](#)
- [From MongoDB to Mobile in 50 minutes](#)
- [Best Practices: Performance and Monitoring for Realm Sync](#)

Devoxx UK | May 13, 2022  
MongoDB.live | July 15, 2021