Md Shahnawaz Momin

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PROFESSIONAL SUMMARY

Results-driven Technical Customer Success professional with 3.2 years of experience in production support, incident management, and data operations within SLA-driven environments. Proven ability to manage client relationships, resolve high-priority escalations, and improve customer retention through proactive technical support. Strong expertise in SQL, ETL pipelines, AWS S3, Hadoop ecosystem, and CRM tools including Salesforce and HubSpot. Seeking a Technical Customer Success Manager role with target compensation of 15 LPA.

CORE COMPETENCIES

• Client Relationship Management & Retention

• Technical Onboarding & Product Adoption

• SLA Management & Escalation Handling

• Root Cause Analysis (RCA) & Incident Resolution

• CRM Tools: Salesforce, HubSpot

• SQL Data Validation & ETL Monitoring

• Cross-functional Collaboration (Engineering, DevOps, Product)

PROFESSIONAL EXPERIENCE

Production Support Engineer | iqvia | 3.2 Years

• Managed 25+ enterprise client accounts ensuring 98% SLA compliance.

• Reduced incident resolution time by 30% through proactive ETL monitoring and log analysis.

• Handled 15+ monthly high-priority escalations with 95% first-response satisfaction rate.

• Conducted root cause analysis, reducing recurring production issues by 20%.

• Collaborated with engineering teams to implement 10+ process improvements.

• Provided technical guidance to clients on data validation, SQL reporting, and system usage.

• Maintained CRM records in Salesforce and HubSpot, tracking customer health metrics and renewals.

TECHNICAL PROJECT – AWS ETL PIPELINE

• Designed and implemented ETL pipeline using AWS S3 and PySpark.

• Processed and transformed 100K+ records into structured Bronze and Golden layers.

• Improved data quality by 25% through schema validation and null handling.

• Delivered reporting-ready datasets supporting business decision-making.

TECHNICAL SKILLS

Big Data: Hadoop, Hive, HDFS, Spark, PySpark, YARN, Impala, Sqoop

Cloud: AWS S3

Database: SQL, MySQL

CRM: Salesforce, HubSpot

Tools: MS Excel, Linux, Reporting & Dashboarding

EDUCATION & TRAINING

Data Engineering Program – DVS Solutions

Coursework: Hadoop Ecosystem, Spark, Hive, SQL, AWS Fundamentals