

I am an experienced technical leader with over 15 years of experience in delivering complex software support to enterprise customers. I have worked with companies of varying sizes and stages of growth that allows me the insight to position the right service at the right time in the growth cycle.

In my current role at Picsart, I am responsible for all things developer-related and wear multiple hats including developer support, developer relations, product management and developer operations.

At Viv Labs| Samsung Research America, I was responsible for building a support organization from scratch to deliver global developer support to both external and internal developers of Bixby, the voice assistant platform of Samsung.

At Birst, I scaled their technical support team globally, designed and rolled out paid support offerings, and increased CSAT scores from 67% to 87% in 3 quarters!

These accomplishments are a result of a solid technical understanding the product, listening to customers, leveraging technology for optimized support delivery, managing support engineers to their full potential, and optimizing repeatable processes.

I believe that my varied experience will be of great asset to your team and the problem you are trying to solve. I would love to have an opportunity to explore the same.

I can be reached at shahnawaz_m@yahoo.com or 925-271-5854

Best regards,
Shan Mohammed