

# SHAHID MOOSA — DATABASE CLOUD SUPPORT ENGINEER

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LinkedIn: linkedin.com/in/shahidmoosa | Experience: 5 Years 4 Months

## PROFILE SUMMARY

Cloud-first database support professional specializing in distributed databases, AWS ecosystem, SQL/NoSQL engines, and Linux-driven diagnostics. Strong execution in incident management, RCA, performance optimization, and scalable cloud operations. Solid experience collaborating with engineering teams, delivering SLA-aligned support, and developing internal technical documentation.

## SKILLS

**Database:** SQL, NoSQL, Aurora, RDS, DynamoDB, SingleStore, MySQL, PostgreSQL

**Cloud:** AWS (EC2, RDS, IAM, VPC, S3), Azure, SingleStore Helios

**Tools:** Linux, PowerShell, Python, SCCM, Docker, Wireshark, CloudWatch, Datadog

**Competencies:** Incident Management (ITIL), RCA, Query Profiling, Performance Tuning, Distributed Computing, DR, Cloud Networking

**Soft Skills:** Documentation, Customer Handling, Cross-Functional Collaboration

## CERTIFICATIONS

AWS Certified Solutions Architect – Associate (Valid till Dec 2025)

AZ-900: Azure Fundamentals

Web Application Penetration Testing

Introduction to Cyber Security for Business

## EDUCATION

BCA — Cloud Technology & Information Security (Jain University, 2020)

Grade: 7.4/10

## WORK EXPERIENCE

### Database Cloud Support Engineer — SingleStore DB (01/2024 – Present)

- Delivered Tier-2/3 support for distributed columnar clusters.
- Diagnosed replication, ingest pipeline, node health, and performance issues.
- Led high-severity incident management aligned with ITIL practices.
- Collaborated with engineering teams to streamline diagnostics paths.
- Authored technical documentation on deployment, tuning, monitoring, and schema design.
- Conducted internal enablement sessions on distributed systems.

### Cloud Support Associate — AWS (07/2022 – 01/2024)

- Troubleshoot Aurora PostgreSQL, RDS, DMS replication, and failover events.
- Investigated latency, backup/restore, cross-region replication, and IAM/network constraints.
- Partnered with backend service teams to resolve escalated issues.
- Authored internal KBAs for RDS, DR planning, and IAM configuration.
- Delivered strong CSAT performance across chat, email, and phone channels.

### Senior System Associate — Infosys (04/2020 – 07/2022)

- Executed medical coding operations with accuracy and compliance.
- Administered SCCM and Windows infrastructure for 100+ users.
- Completed structured training in Linux, PowerShell, Python, networking, and Windows admin.

- Ensured secure document control aligned with EDF standards.