

SHAIK NOOR MOHAMMAD

CLOUD DATA & INTEGRATION ENGINEER (POWERCENTER & IDMC)

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Live Resume: <https://resume.noruj.com>

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Bangalore, India



SUMMARY

Cloud Data & Integration Engineer with nearly 6+ years of experience in Informatica PowerCenter, IDMC (IICS) and enterprise data platforms. Proven track record in troubleshooting complex production issues, analyzing logs and stack traces, and working with product and R&D teams to stabilize mission-critical ETL pipelines. Currently upskilling in IDMC administration and PowerCenter-to-cloud migration, with hands-on exposure to Linux/Unix environments, SQL, Python, and modern data tools.

EXPERIENCE - 6+Y

Software Engineer, 08/2023 - Current Informatica - Bangalore, IN

- Provide L2/L3 technical support for Informatica PowerCenter and IDMC (IICS), resolving complex cases across performance, connectivity, configuration, and upgrade scenarios.
- Analyze session logs, stack traces, and system configurations to identify root causes and recommend long-term fixes for enterprise customers.
- Work closely with Product Specialist and R&D teams to triage product defects, validate fixes, and drive Emergency Bug Fix (EBF) implementations with minimal downtime.
- Contribute to knowledge base articles, internal runbooks, and troubleshooting playbooks to improve team efficiency and case resolution quality.
- Currently completing internal training on IDMC: Administration Fundamentals and PowerCenter to Informatica Cloud migration to support customer cloud-migration projects.

Technical Support Engineer, 07/2020 - 07/2023 Informatica - Bangalore, IN

- Served as a key technical contact for global customers using Informatica Data as a Service (DaaS), helping validate and verify postal addresses, email IDs, and phone numbers at scale.
- Documented recurring issues, troubleshooting steps, and best practices to help onboard new team members and improve support consistency.

Senior Engineer, 10/2018 - 05/2019

F1 Info Solutions & Services Pvt Ltd - Bangalore, IN

- Led technical training sessions and supported the refurbishing of electronic devices for Flipkart's refurbish program.
- Optimized repair workflows and introduced process improvements that reduced turnaround time by ~25% while maintaining quality and reliability.

SKILLS

Data Integration & Orchestration

- Informatica PowerCenter, IDMC (IICS), Apache NiFi, Pentaho Data Integration (PDI), Apache Airflow

Programming & Scripting

- SQL, Python, JavaScript, basic React, Shell scripting (Linux/Unix)

Databases

- Oracle, PostgreSQL, MongoDB, Redis, SQL SERVER

Platforms & Tools

- Docker, Git, Linux/Unix, Windows

KEY ACHIEVEMENTS

- Consistently resolved ~95% of client issues within 24 hours, improving customer satisfaction and reducing escalations.
- Increased workflow efficiency by introducing AI-assisted and scripted automations for repeated troubleshooting and operational tasks.
- Provided technical training and mentoring to junior engineers, sharing best practices around debugging, log analysis, and product usage.

EDUCATION

Complete Web Developer, Computer Programming, 2023

Zero To Mastery Academy - Online

Bachelor of Commerce, 2017

Sri Krishnadevaraya University - Andhra Pradesh

CERTIFICATIONS & TRAINING

Informatica – Product & Platform

- Cloud Application Integration Services for Developers
- Informatica Platform Administration Fundamentals
- PowerCenter Data Integration for Developers
- PowerCenter Developer Level 2
- IDMC: Administration Fundamentals (Internal – In Progress / Completed)
- PowerCenter to Informatica Cloud – Migration Training (Internal)

Other Technical Courses

- Complete Web Developer – Zero To Mastery Academy
- Oracle Database Administrator Training – Tech360hub Software Solution
- Unix Essential Training – LinkedIn Learning
- Learning SQL Programming – LinkedIn Learning
- Python for Data Science, AI & Development / Data Science, AI & Development – Coursera

PROJECTS

Noruj.com – Interactive Knowledge & Documentation Platform

- Built noruj.com, a learner-first documentation platform designed to make complex technical topics easier to **find, read, and trust**.
- Implemented features for **visual workflows, rich documents, and structured knowledge organization**, inspired by modern knowledge-management tools.
- Used the project to deepen skills in **web development, databases, and basic cloud concepts**, and to experiment with product design and user experience.