

# 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](https://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.

