

SHEIKH ZIAD AHMED

Customer Success Engineer | AI & SaaS Products

Based in India · Open APAC / GCC / Remote worldwide · sheikhziadwork@gmail.com · linkedin.com/in/sheikh-ziad-ahmed-b3391319a

SUMMARY

Technical Customer Success professional with 3+ years coordinating AI-assisted product delivery for US-based startups and enterprise clients. Deep hands-on knowledge of APIs, Supabase, Firebase, and cross-platform systems — enabling rapid diagnosis of product issues at the platform level. Certified in Technical Support Fundamentals (Google). Recognized Top 1% FlutterFlow contributor. Known for translating technical complexity into clear, actionable client communication.

EXPERIENCE

Stealth Startup (AI Agent Platform) | Remote, Singapore | Dec 2025 – Present

Customer Success & Founding Product Engineer

- Supported early-stage product testing, identifying and documenting 20+ UX friction points that directly shaped the product roadmap before MVP launch.
- Built 5+ onboarding workflows, demo assets, product website, and help documentation to reduce new-user time-to-value and accelerate launch readiness.
- Coordinated QA cycles validating 3 core product modules, ensuring stable, customer-ready releases with no critical regressions at go-live.

RapidDev | Remote, Boston, MA, USA | Nov 2025 – Jan 2026

Technical Product Support & Implementation Specialist

- Provided hands-on technical support to 10+ startup teams implementing FlutterFlow, Supabase, and AI-assisted platforms — resolving integration blockers and unblocking delivery.
- Built and maintained 4+ reusable Lovable templates adopted by community users, measurably reducing onboarding friction and improving platform adoption.
- Diagnosed and resolved frontend and database issues across concurrent projects with an average resolution time under 24 hours.

Jafton | Remote, NY, USA | Jan 2024 – Nov 2025

Technical Project Coordinator & Client Success Specialist

- Served as primary liaison between US-based clients, engineering, designers, and QA — translating technical constraints into clear client communication throughout delivery.
- Coordinated 4+ cross-platform mobile application deliveries with a 100% on-time record across marketplace, social, dating, and recruitment platforms.
- Managed sprint planning, release tracking, QA coordination, and deployment workflows — resolving blockers proactively before they escalated to the client.
- Reduced escalation frequency by translating complex technical issues into plain-language status updates and actionable next steps for non-technical stakeholders.

Niveus Solutions | Mangalore, India | Sep 2022 – Jan 2024

Cloud Associate & Team Lead | Mar 2023 – Jan 2024 · promoted

- Supported enterprise application delivery for products with 5M+ users, coordinating between cloud and frontend teams.
- Led FlutterFlow adoption and mentored junior developers, cutting new-hire ramp-up time and improving team delivery throughput.
- Awarded Star of the Month x2 (Dec 2022 & Nov 2023) for outstanding project coordination.

Cloud Explorer | Sep 2022 – Mar 2023 · initial role

- Independently managed the full delivery lifecycle for a client portfolio web application — from requirements through production deployment as sole developer.
- Improved internal workflows via low-code tooling, reducing manual coordination overhead for the team.

PROJECTS

AI Agent Platform — Context & Onboarding Layer ([Claude Code](#), [AI Agents](#))

Stealth Startup

Contributed to the customer-facing layer of an AI agent product — onboarding flows, demo workflows, and product documentation. Supported QA cycles and UX feedback loops that shaped the core product experience before launch.

Fortune 500 Financial Investment Application ([FlutterFlow](#), [Flutter](#), [Figma](#), [Client APIs](#))

Niveus Solutions

Part of the team that delivered a financial investment platform supporting 5M+ users. Contributed to frontend implementation, enterprise API integrations, and deployment coordination.

Cross-Platform Marketplace, Social & Dating Apps (5+ Projects) ([FlutterFlow](#), [Flutter](#), [Figma](#), [Firebase](#), [Supabase](#))

Jafton

Delivered 5+ mobile applications for clients across US, Saudi Arabia & UAE. Managed end-to-end client coordination, QA workflows, sprint tracking, and deployment activities with a 100% on-time delivery record.

Lovable Templates & Custom Web Application ([Lovable](#), [React](#), [PWA](#), [Stripe](#))

RapidDev

Built 3+ reusable templates for the Lovable community, adopted by startup teams to accelerate MVP delivery. Following the template work, independently developed a custom web application with full PWA support and Stripe payment integration.

SKILLS

Technical: FlutterFlow, Flutter (Dart), Firebase, Supabase (PostgreSQL), API Integration, Postman

AI & Product: Claude Code, ChatGPT, Perplexity, Lovable, Prompt Engineering, AI-assisted Workflows

Operations & CS: Customer Success, Technical Support, Client Onboarding, Agile, Sprint Planning, QA Coordination, Release Management, Stakeholder Communication, Jira, Asana

Programming: Dart, TypeScript, JavaScript, HTML, CSS, Nextjs, Python, Git, GitHub

Product & Comms: Figma, Canva, Loom, Visual Storytelling

CERTIFICATIONS

- Technical Support Fundamentals — Google (Coursera)
- Project Management — Google (Coursera)
- HTML, CSS, and JavaScript for Web Developers — Johns Hopkins University (Coursera)
- Programming for Everybody (Python) — University of Michigan (Coursera)
- Flutter & FlutterFlow Courses — Niveus University

EDUCATION

Bachelor of Engineering — Computer Science & Engineering

P.A. College of Engineering, Mangalore · 2018 – 2022 · CGPA 8.5 / 10 (≈ 3.6 / 4.0)

Pre-University — Science (PCMC)

Prestige PU College, Mangalore · 2016 – 2018 · 79%

Secondary Education (CBSE)

Prestige International School, Mangalore · 2011 – 2016 · CGPA 9.8 / 10

AWARDS & RECOGNITION

- Top 1% Contributor — FlutterFlow Wrapped 2024
- Star of the Month ×2 — Niveus Solutions (Dec 2022 & Nov 2023)
- Medical Robo Assistant — Funded by KSCST (Karnataka Govt.) & Visvesvaraya Technological University
- Certificate of Excellence — Prestige International School (CGPA 9.8, CBSE AISSE 2016)

LinkedIn recommendations available from direct managers at Jafton (×2), RapidDev & Niveus Solutions