

Nikhil Teotia

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Profile Summary

Service-focused IT analyst with 2 years of experience in database operations, incident analysis, and performance reporting. Strong foundation in system observability, automation using Python, and SQL optimization in ERP environments. Certified in Power BI (PL-300) with ITIL® Foundation (In Progress), and currently pursuing a postgraduate program in Business Intelligence to support enterprise IT services and operations.

Skills

Languages: Python, Java, SQL (MySQL, PostgreSQL), HTML, CSS, JavaScript, JSON

Libraries: Pandas, NumPy, Scikit-learn, Matplotlib, Seaborn

BI and Visualization: Excel, Power BI, Tableau, PowerPoint, Word, Outlook

Service Management : Incident management, observability reporting, log analysis, ERP backend processing

Experience

Junior Data Analyst

Noida, India

Stratosphere Pvt Limited

Nov 2021 – Oct 2023

- Managed incident ticket queues and provided data analysis support for 3+ university ERP clients.
- Created and optimized SQL queries that processed backend operations for HRMS and finance modules, improving system response time by 12 percent.
- Collaborated with system engineers to track and report system outages; documented over 40 incidents and their resolutions in quarterly reviews.
- Built automated scripts for log parsing using Python, reducing manual effort by 30 percent.
- Developed and maintained KPI dashboards in Power BI for service reporting and client review.

Projects

Service Monitoring Dashboard (Capstone Inspired) - *Power BI, Excel*

- Built a Power BI-based dashboard to visualize incident response time, frequency, and resolution trends across departments.
- Enabled stakeholders to spot high-risk service areas, reducing average incident response time by 20 percent

Database Health Report Generator – *SQL, Power BI, Excel*

- Created automated SQL queries and Power BI dashboards to report on query performance, deadlocks, and index usage.
- Enabled IT teams to identify and resolve bottlenecks proactively, cutting average query response time by 12 percent.
- Deployed as a proof-of-concept to simulate a real-time database monitoring solution.

Diabetes-ML-Project -*Python, NumPy, Pandas, Seaborn, Matplotlib, scikit-learn*

- Conducted EDA and trained ML models (e.g, Random Forest, Logistic Regression) using Pima Indian dataset, achieving 82 percent accuracy in prediction.

Education

Post-Graduate Certificate in Business Intelligence and System Infrastructure

Jan, 2025 - present

Algonquin College Ottawa, Ontario, Canada

- **Coursework:** Machine Learning, Cloud Platforms(AWS), Statistics, Data Integration, Data Modeling

Post-Graduate Certificate in Cyber Security Analysis - Algonquin College

Jan, 2024 - Aug, 2024

- GPA: 3.74/4

Ottawa, Ontario, Canada

- **Coursework:** Penetration Testing, Vulnerability Management, Cloud Security

Bachelor of Computer Applications - Institute of Management Studies

Jun 2018 - Apr 2021

- GPA: 7.9/10

Ghaziabad, India

- **Coursework:** Database Management Systems(DBMS), Web Development, Computer Networks