# Nikhil Teotia

Ottawa, ON | (613) 276-5104 | [teot0001@algonquinlive.com](mailto:teot0001@algonquinlive.com) |[LinkedIn](linkedin.com/in/nikhil-teotia-a532a21a5)

## Profile

Graduate student in Business Intelligence and Cybersecurity with over 1 year of client-facing experience as an IT Recruiter and 2 years in software development. Proven strengths in communication, customer service, and problem-solving, complemented by technical proficiency in CRM systems and data analysis. Adept at building rapport with clients and meeting targets through needs-based solutions. Seeking to leverage these skills in a Member Service Specialist role to deliver exceptional member experiences and support Alterna’s sales and service goals.

## Skills

**Customer Service & Communication**: Excellent verbal and written communication skills with strong active listening. Experienced in handling high-volume phone and email interactions.  
**Sales & Target Achievement**: Demonstrated ability to meet and exceed performance targets using upselling and cross-selling techniques.  
**Technical Proficiency:** Experienced with ATS/CRM tools, Microsoft Excel, Power BI, and data visualization tools.  
**Adaptability & Work Ethic:** Comfortable with rotating shifts, including evenings and weekends.

## Experience

IT Recruiter – Orbit Tech Solutions, New Delhi, India June 2020 – Aug 2021

• Managed full recruitment cycle and maintained excellent candidate/client relationships.  
• Communicated with over 50+ candidates and clients daily.  
• Exceeded placement targets consistently.  
• Maintained candidate pipelines using ATS and Excel.  
• Collaborated in a team-oriented environment to drive success.

Java Web Developer – Stratosphere Pvt. Ltd., Noida, India Nov 2021 – Oct 2023

• Developed and deployed ERP modules for university clients.  
• Optimized SQL queries to reduce system load times by 35%.  
• Managed multiple deadlines and projects in fast-paced environments.

## Education

Graduate Certificate, Business Intelligence System Infrastructure Jan 2025 – Present

Algonquin College, Ottawa, ON

Graduate Certificate, Cyber Security Analysis Jan 2024 – Aug 2025

Algonquin College, Ottawa, ON

Bachelor of Computer Applications 2018 – 2021

Institute of Management Studies, Ghaziabad, India