Nikhil Shrivastav

SQL Server Developer

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Summary

Database Engineer specializing in **SQL Server development** and **reporting and analytics**, particularly adept at **optimizing complex SQL queries** and building **custom reports**. Proven ability to enhance data integrity, improve system stability, and boost client satisfaction. Seeking to leverage expertise in a **Cisco-powered call center environment**, contributing to improved contact center operations and enhanced customer experience.

Experience

Yardi Software Pvt Ltd
Software Engineer
Jul 2023 to Aug 2024
Pune

- Developed and optimized **100+ custom reports (SSRS, SQL)** for client requirements, resolved **10+ critical bugs** in the Voyager project, and provided data fixes for over **7 million records**, ensuring 100% data integrity and improving system stability.
- Handled support for **150+ clients** and processed **500+ requests**, collaborating with onshore/offshore teams to resolve issues, clarify tasks, and streamline code reviews, resulting in a **10% improvement** in delivery and client satisfaction.
- Engineered complex **SQL queries, stored procedures, triggers, and user-defined functions**, improving query performance by **5%**.
- Mentored team members, delivered knowledge transfer sessions, and gained expertise in **SSRS** and **Power BI**, driving team proficiency and effective data visualizations.

Yardi Software Pvt Ltd
Software Engineer Intern
Jan 2023 to Jul 2023
Pune

- Created optimal technical solutions to meet user needs by performing in-depth system analysis and improving existing **SQL queries** to enhance performance and streamline data retrieval.
- Analyzed business reports to support prompt communication and provide ongoing technical support, while also developing reusable components to improve coding efficiency and documentation standards.
- Resolved complex business issues, proposing long-term solutions to prevent recurring problems and ensure smoother business operations.

TN Byte Pvt Ltd
Software Developer
Jun 2022 to Jan 2023
Nagpur

- Automated user engagement reporting by designing **SQL queries** to consolidate data from attendance, task completion, and performance tables into a unified dashboard.
- Optimized database performance by redesigning schemas, **normalizing** structures, and adding **relationships** to support faster and more efficient data retrieval.
- Tested and refined pre-built reports, enhancing **data accuracy**, visualization quality, and usability to meet reporting requirements.

Skills

Languages & Databases	Cisco Technologies	Reporting & Analytics	Other Skills
SQL (T-SQL, PL/SQL)	Cisco UCCE	**SSRS**	Performance Tuning & Optimization
Microsoft SQL Server	Cisco CUIC	**Power BI**	Data Modeling
	Cisco Finesse	Data Warehousing Concepts	Troubleshooting & Debugging
		ETL Processes	
		Reporting & Visualization	

Education

G H Raisoni Institute of Engineering & Technology
Computer Science and Engineering - CGPA: 9.4/10
Jun 2020 to May 2023
B.Tech - Nagpur

- Developed and launched a Feedback Management System for the college, using Strapi as a headless CMS and React for the front end. The project is currently live and in use by the institution.
- Actively participated in 10+ webinars, staying up-to-date with the latest trends and technologies in the industry.
- Organized and led 80+ events, including workshops, hackathons, and coding challenges, fostering a collaborative and innovative environment.

Anjuman Polytechnic
Computer Science - Score: 9.4/10
Jun 2017 to May 2020
Diploma - Nagpur

- Explored various technologies, including Web Development, **Linux scripting**, **Data Warehousing**, and Big Data, with a particular focus on Data Driven Technologies.
- Completed an internship at Qaswa Technology, where I developed the Nois Tech website using Java, JSP and MySQL.
- Developed a College Management Web App as a capstone project, showcasing proficiency in full-stack development.