

Shikha Shekhar

(437) 733-1178 || 1326 Josephine Ave, Windsor, ON || shekharshikha.96@gmail.com || [Github](#) || [LinkedIn](#)

Summary

Experienced Consultant and Senior Cloud Engineer with 5 years of experience driving business strategies through data-driven insights. Proven expertise in data science, statistical analysis, machine learning algorithms and project management. Adept at Agile methodologies, stakeholder communication, market strategy and process improvement. Seeking to leverage technical and analytical skills in a challenging role to drive innovative solutions and business growth.

Technical Skills

- **Programming Languages:** Python | C | NumPy | pandas | shell script | C# | JS
- **Database Management:** MySQL | MySQL server | Oracle | SSIS
- **Operating systems:** MacOS | Windows | Bash
- **Data visualization tools:** Power BI | Tableau | Cognos Analytics | Visio | Excel
- **Tools:** ServiceNow | Microsoft Remote Desktop | Jira | Git (Version Control) | Grafana | Kibana | Visual Studio | Jupiter | PowerShell | CRM tools | Neo Load (Performance testing) | Visual Studio | Postman
- **Software Applications:** Microsoft Word | Outlook | Microsoft office | Excel | PowerPoint
- **Framework:** Dotnet Framework | MVC
- **Cloud Technologies:** AZURE | AWS | Private Cloud
- **Others:** Testing | UAT | SSIS | Regression | Migration | API Testing | Vulnerability Testing | Defect and Bug tracking | Data Integration and Migration Testing | Functional Integration and System Testing | UI and Compatibility Testing | DevOps | QA | Generative Ai | Customer service | Power Query | MS Office
- **Project Management:** Agile | Scrum | Requirements Gathering | Process Improvement | Stakeholder Communication | Business Process Modeling | Business Analysis

Soft Skills

- Proficient in cross-communication skills, analytical and problem-solving skills, Collaborative, Creative thinker, multitasking skills, self-driven, adapt to working in fast-paced environment, team settings, analytical, interpersonal and organizational skills and innovation spirit.
- Highly skilled in research, advanced analytics, time management and team management skills.

Education

Master of Engineering : Computer Engineering

09/2023 - Present

University of Windsor | Windsor, ON

- In Final semester of program looking for full-time opportunity from end of December 2024 or January 2025

Bachelor of Technology – Electronics and Instrumentation

08/2014 – 05/2018

West Bengal University of Technology | West Bengal, IN

Major Average: 78 %

Professional Experience

Consultant – Core Business Operations [Senior Cloud Engineer]

08/2021 – 08/2023

DELOITTE | Hyderabad, IN

- Strong hands-on experience on multiple projects implementing dashboarding, building forecasting models, artificial intelligence, data visualizations, statistics, and analytics using Power BI, Cognos Analytics and python programming.
- Demonstrate leadership and expertise in data transformation of complex datasets, loading, data modelling,

- clustering and extraction from many sources such as flat files, big data, SQL, relational database, and Oracle.
- Knowledge of quality assurance methods, scope, execution, testing approaches, schemas, frameworks, and data driven methodologies.
- Understand the business and user requirements and perform data analysis, mapping and modeling for ETL pipelines procedures.
- Comprehensive knowledge of UX and UI design and end-to-end Deloitte products used for surveys, data logging etc., including customer-specific implementation, configurations, customizations, and system integration.
- Extensive Hands-on experience in Software Engineering with best practices across all stages of Agile methodologies and business processes.
- Communicate and collaborate with clients on/off-site during pitching sprint demos and troubleshoot bugs, testing and providing solutions by leveraging the troubleshooting skills.
- Offered collaborative mentorship and provided innovative ideas to freshers with short assignments and small projects, fostering their career and project growth.
- Migrate and develop custom web applications using C#, ASP.NET, and MVC, CRUD operations and Oops implementation, SSIS, SQL, GIT and Cloud technologies like AZURE, AWS and private cloud infrastructure.
- Optimize application performance by identifying and resolving bottlenecks through code refactoring and database tuning and Assisted in the design and architecture of new features and functionality for existing applications and created and executed software test plans, cases, and scripts

Programmer Analyst – Enhancement and Support

12/2018 – 08/2021

COGNIZANT | Client: Johnson & Johnson | Bangalore, IN

- Led global Incident and Risk Management for pharmaceutical services platform, applying ITIL and project management practices to maintain optimal service status and implement quick corrective measures.
- Developed and maintained a comprehensive knowledge base and validation of functional and technical documentation, enhancing processes via collaboration with cross-functional teamwork and applying expertise to reduce significant incidents.
- Logging change management, problem tickets in ticketing system, ensuring that proper flow documentation in details and troubleshooting steps are available for further communication
- Resolving technical issues and assisted team in implementation and testing of applications, ensuring smooth adoption by end-users
- Developed and implemented performance improvement strategies and plans to promote continuous improvement
- Developed and maintained scalable web applications and ensuring timely product deliverables and hosted applications for internal and external users on AWS
- Documented and refined critical detail-oriented incident management protocols, boosting the efficiency of issue resolutions, and collaborating with development during deployment and senior management to process improvements.
- Implementing secured APIs to enable seamless integration between various systems and services and managed cross-functional communications ensuring timely deliverables
- Expert in using monitoring tools for incident detection and support, ensuring high availability and performance globally.

Projects

CONSULTHUB, PRT, JEF, and JIMS

04/2019 – 08/2021

- Developed and maintained Consult Hub, an interface for accessing survey-based applications like Profile IQ, Capability EDGE, and Visual Choice, used by organizations such as UNICEF. Responsibilities included creating multiple APIs and new modules, designing dashboards, performing vulnerability checks, API testing, issue resolution, code integration, and deployment on Azure Cloud.
- Developed dynamic KPIs and Business Intelligence reports using Power BI for finance and supply chain teams.
- Conducted detailed market performance analyses against targets in sales analytics using SQL, Excel functions, and Power BI.
- Worked on applications for internal payment form approvals and document management, including payment requests, budget management, and compliance (JEF).

- Contributed to a web-based order management system (JIMS) for placing orders, returning goods, and generating reports to analyze product sales data by examining the database and stored procedures.
- Applied conditional formatting in Power BI for risk analysis, highlighting critical data points and trends.
- Enhanced data interaction efficiency by adding feedback buttons with bookmark functionality in Power BI for quick access to gross and net margin percentages in marketing views.
- Developed an executive dashboard in Power BI to provide stakeholders with a concise overview of crucial metrics and insights, facilitating collaborative decision-making.
- Created APIs during the COVID-19 period to add new functionalities to the application.

Certificates

- IBM Data Analyst Professional Certificate
- Python for Data Science, AI & Development – IBM
- Databases and SQL for Data Science with Python
- Data Visualization with Python
- Generative AI for Data Analytics
- Azure Fundamentals Certification [AZ-900] - Microsoft

Volunteer Experience

Board member

3/2024

Celebration for Reunions and special events

University of Windsor

- Contributing to the organization's strategic direction and initiatives.
- Collaborate with members to organize events, workshops, and initiatives for promoting connections and frequent alumni meets.

Volunteer for Global Outreach Program

03/2023

Deloitte

- Participated in international aid missions for the poor and visited multiple NGO's.
- Participated and supported educational programs for especially abled people by reading online books and recording for them.
- Assisted in disaster relief efforts during times like flood or covid-breakdown.

Volunteer for Outreach Program

06/2021

Cognizant

- Visited old-age homes and spent time on weekends.
- Participated and visited villages for awareness for health issues and vaccination.
- Assisted in disaster relief efforts by donating clothes and necessary items like food for living.