

SHRUTI NAYAK

Address: Flat No-1004,Block-E,Marvel Ideal Spacio,Undri,Pune-Maharashtra.

E-Mail: shrutinayak.sai@gmail.com

shruti_nayak@yahoo.com

Contact No: +91 9538641710

Profile Summary <ul style="list-style-type: none">• Having 6.5 years of experience in the IT industry with various roles like sql server administrator,business analyst,production support and application consultant for various Product and service based companies.• This includes providing Production support along with On-call support to various Learning management and Contract management products with respect to their configurations.• Experienced in Database Administration,Management using RDBMS such as SQL Server under Windows Environment.• Installing,configuring,managing,monitoring,performance tuning and troubleshooting SQL Server.• Execution of high-end tasks like Backup/Restore,Migration, and Upgradation of SQL servers.• Skilled in testing web based,desktop and client server applications.• Job responsibilities includes functional requirement analysis, preparing test plans, test cases documents.• Apart from this also involved in different reviews and quality processes led down in organization, project related documentation.• Consistent record of timely and quality deliverables for multiple clients that satisfy client requirements.• Experienced in handling projects of varied size, technology, and domain for diverse audience and culture.• Excellent communication,presentation and interpersonal skills for team building and management.	Skill	Tools
	Database	SQL
	Language	SQL,JAVA
	Tools & Utility	SQL Server 2000,2005,2008,2008r2,2012,2014,2016,SSIS,SSRS,SSAS,IBM Infosphere Datastage8.5 Operating systems: Windows XP. Tools and utilities: JIRA, WINSCP for testing
	Version Control System	All versions till date.

Major Clients <ul style="list-style-type: none">• JDE• NEWSPAGE• ALEXION• CATTOLICA• WHATABURGER• ITV• WEX• TOKOPEDIA• LANTMANNEN• ACCOR HOTELS	Career Timeline		
	Duration	Organization	Designation
	June 2020 – Till date	Icertis	Senior Functional Consultant
	July-2018 -- June 2020	SABA Software	Managed Services Specialist/Product Support engineer
	June 2015 -- June 2018	Accenture Services Pvt. Ltd	Analyst
September 2014 -- June 2015	Digital Logiciel Solutions	Associate Software Engineer	
Certification ITIL Foundation ESL certification AIML certification			

Workshop/Training Programs Attended <ul style="list-style-type: none">• DBA Analyst –Training from Accenture Services Ltd.

- | |
|--|
| <ul style="list-style-type: none">• SQL Training from Accenture Services Ltd.• ITIL Certification from Accenture Services Ltd.• Informatica Training from Digital Solutions Ltd.• Basic Training from Infosys Workshop.• ESL Training at SABA Software• Manual testing training from Qspiders institute |
|--|

Work Experience

ICERTIS

As a Senior Functional Consultant

- Resolve and assist customers across EMEA and APAC region with requirement gathering and functional configurations for the Contract management solution.
- Act as a Consultant for the customer and act as a face of the company to provide them with best experience.
- Provide the updates of the latest releases for the product versions.

SABA Software

As a Product Support engineer

- Consistent record of timely and quality deliverables for multiple clients that satisfy client requirements
- Provide support to customer in all products and perform troubleshooting on all field enquiries.
- Monitor all assigned cases for customer support and update all activities on company tracking system.
- Analyze customer issues and develop necessary actions and ensure optimal levels of customer satisfaction to provide appropriate support for the same.
- Administer all resources and ensure delivery of product fixes within timeframe.
- Manage all customer issues and if required escalate it to required departments.
- Assist all junior engineers in complex cases and evaluate products for customers.
- Provide support to all customers to troubleshoot on all issues and recommend resolutions to ensure better customer services.
- Manage requests from customers and resolve it through email, chat and phone.
- Maintain accurate customer documents and prepare reports for all issues and resolutions.
- Perform routine maintenance activities
- Provide solutions to all customers and partners and ensure effective deployment.

Accenture Services Pvt Ltd.

As a Business Analyst

- Job responsibilities includes functional requirement analysis, preparing test plans, test cases documents.
- Apart from this also involved in different reviews and quality processes led down in organization, project related documentation.
- Consistent record of timely and quality deliverables for multiple clients that satisfy client requirements

As a DBA Analyst

- Experience in Database Administration and Developer for very large and complex databases in SQL Server 2012, SQL Server 2008 R2, 2008 and 2005.
- Expertise in Database Administration on Production Servers with different server configuration.
- Performance tuning and maintenance with outstanding troubleshooting capabilities.

- Strong technical background along with the ability to perform business analysis and write effective documentation and specifications.
- Expertise in writing stored procedures and functions.
- Administering SQL Server High Availability features and Disaster Recovery strategies.
- Expert in data transformation services and Bulk Loads with SSIS and BULK INSERT ETL operations.
- Worked extensively on Clustering and server consolidation. Troubleshooting production issues and raising high availability.
- Experience in Disaster Recovery Planning and Security Management operations.
- Proficiency and expertise in SQL Server Replication, Backup/Recovery, Disaster recovery and planning.
- Having hands on experience in DR processes including Log Shipping and Database Mirroring.
- Worked on configuring SQL Server with minimum privileged access.
- Troubleshooting performance problems with fine-tuning of databases.
- Worked on SQL Server 2012 migration from SQL Server 2008 / 2005.
- Maintained individual service accounts for SQL Server services on cluster with different Security groups to raise security mark.
- Having Experience on Data center servers and handling 1.4 TB databases.
- Handling Memory configurations for SQL Server 2014 and SQL Server 2012 on Windows 2012.
- Experience in maintaining SQL jobs, Backup,Restore,Database Monitoring tools and Application support.
- Automation of Daily Healthcheck Reports and Monitoring.

Digital Logiciel Solutions Pvt Ltd.

As an Associate Software Engineer

- Around 1 year of dynamic career reflecting pioneering experience and high performance in System Analysis, design, development and implementation of Relational Database and Data Warehousing Systems using IBM Data Stage 8.0.1/7.x/6.x/5.x (Info Sphere Information Server, Web Sphere, Ascential Data Stage).
- Excellent Experience in Designing, Developing small ETL jobs and mappings in Server and Parallel jobs using Data Stage to populate tables in Data Warehouse and Data marts.
- Proficient in developing strategies for Extraction, Transformation and Loading (ETL) mechanism.
- Expert in designing Parallel jobs using various stages like Join, Merge, Lookup, Remove duplicates, Filter, Dataset, Lookup file set,Modify, Aggregator,Transformer,Difference and other processing stages
- Hands on designing Server jobs using various types of stages like Sequential file, ODBC, Hashed file, Aggregator, Transformer, Sort, Link Partitioner and Link Collector.
- Proficient in working with Data Stage Manager, Designer, Administrator, and Director.
- Proven track record in addressing production issues.
- Effective in cross-functional and global environments to manage multiple tasks and assignments concurrently with effective communication skills.
- Effective in cross-functional and global environments to manage multiple tasks and assignments concurrently with effective communication skills.

ACADEMIC DETAILS

Qualification	Board/University	Year	Percentage/CGPA
MBA-HR	Narjee Monjee Institute of Management Studies	2019-2021	75 (Pursuing)
B.Tech (CSE)	BIJU PATTNAIK UNIVERSITY AND TECHNOLOGY Gandhi Institute For Technology(GIFT)	2010-2014	8.2

Intermediate	ISC, ODISHA St.Joseph's Convent School, Rourkela	2010	89
High School	ICSE, ODISHA St.Joseph's Convent School, Rourkela	2008	90

INTERPERSONAL SKILL

- Quick learner
- Hardworker
- Can lead and work in a team
- Perfection and smart work

CO-/EXTRA -CURRICULAR ACTIVITY

- Singing
- Participating in social welfare activities.

PERSONAL DETAILS

- Father's Name :- Gangadhar Nayak
- Mother's Name :- Preeti Nayak
- Spouse's Name :- Jeevan Khuntia
- Date of Birth :- 2nd September 1993
- Language Known :- English, Hindi
- Marital Status :- Married
- Nationality/Religion :- Indian / Hindu
- Interest & Hobbies :- cooking,reading,music

DECLARATION

- The facts stated above are true & correct without concealment to the best of my knowledge and belief.

Shruti Nayak
(Signature)

Place: Pune