ISHA CHOPRA

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PERSONAL PROFILE

Result-oriented professional in search of a challenging role as a Database Administrator, Data Analyst and Business Analyst, leveraging expertise in database management, data analysis, and ITIL incident and problem management. Targeting opportunities in Delhi NCR to contribute to organizational success.

CORE COMPETENCIES

- Data Analysis
- IT Infrastructure Management
- Performance Optimization
- Leadership Development
- Stakeholder Management
- Team Collaboration
- Change Management

TECHNICAL SKILLS

- Power BI
- Tableau
- Advance Excel
- MS Office
- SQL (SSMS)
- Oracle Database
- SQL Azure
- MySQL
- MS SQL
- PL/SQL
- ITIL

EDUCATION

- MCA from G.V.M. Institute of Technology and Management | 7.70/10 | 2022
- BCA from G.V.M. Institute of Technology and Management | 8.2/10 | 2020
- Intermediate from Holy Child Senior Secondary | 75% | 2017
- High School from Holy Child Senior Secondary | 8.2/10 | 2015

PROFILE SUMMARY

- Offering **over 3 years** of experience in IT infrastructure management and database administration, with a focus on SQL Server, Oracle Database, and ITIL incident and problem management.
- Currently working as, a System Associate at Infosys, leading the SR Resolution Process and database performance optimization.
- Proficient in SQL Azure, MySQL, MS-SQL, PL/SQL, and ITIL incident and problem management, with a proven track record of leveraging these skills to optimize database performance and ensure seamless IT operations.
- Successfully led the SR Resolution Process at Infosys, allocating resources to resolve user service requests and incidents, resulting in a reduction in user impact and downtime.
- Recognized for spearheading script-based monitoring, tool-based monitoring on SQL Server Performance, and delivering engaging presentations to clients and senior leadership.
- Possess strong leadership skills, displayed through playing the role as President of Infosys Toastmaster Clubs and winning public speaking contests at various levels.

WORK EXPERIENCE

Nov'20-Till Date | System Associate | Infosys, Chandigarh
Projects:
- **Harley Davidson | Apr'22-Till Date**
- **Global Foundaries | Jul'21-Mar'22**

Responsibilities:
- Orchestrating and coordinating of the SR Resolution Process, effectively allocating resources to address user service requests and incidents.
- Proactively monitoring and resolving database performance issues, displaying hands-on expertise in code deployments.
- Supervising ITIL processes including Incident and Problem Management, and providing on-call support, ensuring smooth deployment operations.
- Managing the escalated database problems from the Help Desk and other requirements related to database performance, security and scalability, ensuring swift resolution to minimize user disruptions.
- Directing server decommissions and effectively troubleshooting database corruption issues.
- Spearheading the implementation of script-based and tool-based monitoring for SQL Server performance optimization.
- Successfully executing SQL patching, backups, and routine maintenance activities such as timely application upgrades.
- Implementing patches across development and production environments, particularly on cluster setups.
- Delivering compelling presentations to clients and senior leadership, analyzing data to support decision making processes and effectively communicating complex technical concepts.

EXTRACURRICULAR ACTIVITIES

- Volunteering with Spread Smile Foundation NGO, participating in multiple educational drives, food drives and sanitation drives for the betterment and upliftment of the society
- Functioned as President of Infosys Toastmaster Clubs.
- Won Toastmasters' Public Speaking Contest at various levels.
- Received various awards for Dance and Debate Competitions at Inter-College and Intra-College
- Supervised the Cultural Society and Placement Cell at College.

SOFT SKILLS

- Communicator
- Collaborator
- Detail-oriented
- Decision-maker
- Critical Thinking
- Adaptability

CERTIFICATIONS

- Power BI
- Tableau
- SQL – MySQL for Data Analytics and Business Intelligence, Udemy
- The Ultimate MySQL Bootcamp: Beginner to Expert, Udemy
- SQL Crash-Course, Skill Nation
- Introduction to Data Analytics for Business, Coursera
- Oracle SQL Database Specialization, Coursera

PERSONAL DETAILS

- Date of Birth: 26th January 1999
- Address: 18/423 Model Town Extension, Sonipat, 131001, Haryana
- Languages Known: English, Hindi, Punjabi