

Urvi Doshi

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PROFESSIONAL SUMMARY

Database and Software Support Engineer with 7+ years of experience. Proficient in SQL, Power BI, Excel with a focus on connecting domain knowledge with data analysis. Skilled in troubleshooting complex technical issues, streamlining workflows, and delivering tailored solutions that align with business needs.

EDUCATION

Masters in Technology (Information technology) ICG, Jaipur	2012 - 2014 Grade: 75.0%
Bachelor of Computer Applications (Information technology) New Look Girls College, Banswara Raj.	2009 - 2012 Grade: 85.0%
Intermediate (Class XII) St. Paul's Sen. Sec. School	2008 - 2009 Grade: 65.0%
Matriculation (Class X) St. Paul's Sen. Sec. School	2006 - 2007 Grade: 60.0%

EXPERIENCE

DB Support Engineer January 2022 - October 2024
AllianceTek Inc. *Remote*

- Integrated POS systems for 50+ retail clients, ensuring 99% error-free data synchronization across platforms. Developed and tested 30+ API endpoints, improving system interoperability and reducing manual data handling by 40%.
- Improved database performance by 25% through query tuning, index optimization, and schema restructuring. Monitored application and server health using Datadog, reducing production downtime by 15–20% via proactive issue detection.
- Executed API testing with Postman for 100+ API workflows, achieving a 98% test pass rate across releases. Automated JSON file generation for external integrations, reducing manual effort by 10+ hours per month.
- Resolved 300+ client support tickets, maintaining a 95% customer satisfaction rating. Collaborated with developers to refine database logic and improve system response time by 30%.

Software Support Engineer July 2019 - December 2021
JVS Technology Pvt. Ltd. *Remote*

- Developed and customized **100+ Crystal Reports**, improving reporting accuracy and reducing manual processing by **40%**. Provided on-call and remote technical support to **500+ active users**, achieving a **95% first-response satisfaction rate**.
- Diagnosed and resolved **300+ software and database issues**, reducing overall ticket resolution time by **35%**. Conducted personalized software training sessions for new and existing clients, improving user adoption by **30%**.
- Collaborated with the development team to streamline product workflows, reducing recurring customer issues by **20%**. Optimized SQL queries used in reports and dashboards, enhancing report load time by **25%**.

Software Engineer December 2015 - June 2018
Computer Software Solution International *Ahmedabad*

- Designed and developed **150+ SSRS reports**, improving reporting efficiency and enabling faster business decision-making. Optimized SQL queries and stored procedures, improving system performance by **30%** and reducing report load time by **40%**.
- Identified performance bottlenecks using execution plans and query profiling, cutting query execution time by **up to 60%**. Designed database schemas, tables, views, and indexing strategies to support complex business workflows for **10+ enterprise clients**.
- Built new application features and modules based on client requirements, improving product functionality and user satisfaction. Collaborated with QA and development teams to resolve defects and ensure high-quality software releases.
- Migrated report components and SQL scripts across environments (Dev → QA → Prod) with 99% deployment accuracy. Prepared technical documentation and deployment guides to streamline knowledge transfer and reduce onboarding time by **20%**.

PROJECTS

- Performed data cleaning and restructuring on IPL match and player datasets for accurate analysis. Wrote advanced SQL queries using JOINS, subqueries, CTEs, and window functions to derive match and player insights.
- Analyzed batting and bowling performance to identify consistent and high-impact players. Evaluated RCB's win/loss patterns based on venue, opposition, toss decision, and scoring trends.
- Generated insights on optimal team composition and match strategy based on historical performance data. Created summary reports highlighting strengths, weaknesses, and data-driven strategic recommendations.

Zomato Restaurant Analysis ([Github](#))

July 2025

- Cleaned and transformed raw Zomato restaurant data to remove duplicates, fix inconsistencies, and standardize categories. Analysed customer ratings, cuisine performance, pricing trends, and delivery preferences using Excel formulas and pivot tables.
- Created interactive dashboards with charts to visualize key KPIs such as top cuisines, cost patterns, and average ratings. Used functions like VLOOKUP, IF, COUNTIF, and text functions for data segmentation and enrichment.
- Identified high-performing restaurants and customer behaviour patterns to support decision-making. Delivered an end-to-end analytical report summarizing trends and actionable insights.

CERTIFICATIONS

Data Analytics Certification Newton School ([Link](#))

June 2025

- Completed comprehensive training in **SQL, MySQL, Excel, and Power BI**.
- Performed **end-to-end data cleaning, transformation, and analysis** on real datasets.
- Built **interactive dashboards** using Excel Pivot Tables, Charts, and **Power BI** visualizations.
- Strengthened skills in **data storytelling, insight generation, and analytical problem-solving**.

SKILLS

Computer Languages: SQL, Python, SQL**Data Tools:** Power BI, Power BI, NumPy**Software Packages:** Excel, Excel, MySQL**Soft Skills:** Teamwork, Communication Skills**Others:** Spreadsheet