

Annika Duggal

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OBJECTIVE

To obtain a position in database analytics, where I can apply my SQL proficiency, database management coursework and cross-functional communication skills to support application sustainability, database administration functions and Tier 1 issue resolution.

HIGHLIGHTS OF QUALIFICATIONS

- Proficient in SQL, including relational database design, query writing and data management
 - Hands-on experience with C#, Microsoft Visual Studio and application development
 - Professional experienced in technical troubleshooting, root cause analysis and documenting findings with precision and clarity
 - Ability to work cross-functionally with support teams, engineers and non-technical stakeholders
 - Strong communicator with proven ability to translate technical information for varied audiences
 - Detail-oriented approach to documentation, change management, and process improvement
 - Can working both independently and collaboratively in fast-paced, structured team environments
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TECHNICAL SKILLS

Programming Languages: SQL, C#, Java, Python, JavaScript, PHP, Bash, HTML/CSS

Database & Data Tools: Microsoft SQL Server, PostgreSQL, MySQL, Relational Database Design

Development Environment: Microsoft Visual Studio, ASP.NET, EF Core, RESTful APIs, XML, JSON

Tools & Platforms: Git, Jira, Postman, Selenium, JMeter, HubSpot, Linux OS, MS Office Suite

Methodologies: Agile/Scrum, SDLC, Waterfall, Change Management Documentation

EDUCATION

Diploma in Computer Programming — George Brown Polytechnic *Expected April 2026*

Coursework in database architecture and management, software QA and testing, web app development, object-oriented programming, systems analysis and RESTful API integration

Dean's List Award — 2024, 2025 (Semester 1), 2025 (Semester 2) (3x recipient)

Honours Bachelor of Arts in Philosophy — McMaster University

2017 – 2021

Graduated Summa Cum Laude with Highest Distinction

Dean's List Award — 2018, 2019, 2020, 2021 (4x recipient)

PROFESSIONAL EXPERIENCE

Customer Success Team Lead — Caary Capital

Jan 2022 – Oct 2023

- Served as primary escalation point for complex platform issues, conducting root cause analysis and routing structured defect documentation to engineering for fast and accurate resolution
- Replicated and diagnosed platform defects, documenting reproduction steps, expected versus actual behaviour, and business impact — mirroring DBA incident management and change documentation requirements
- Identified recurring issue patterns across client interactions and sent findings to product and engineering teams to drive proactive platform improvements
- Utilized HubSpot CRM to log, track, prioritize and resolve support cases per defined SLAs, maintaining organized records
- Collaborated with product managers and engineers within Agile sprint cycles to validate fixes and ensure regressions were avoided prior to production release
- Conducted user acceptance testing (UAT) to validate system functionality prior to deployment
- Created and maintained internal support documentation, knowledge base articles and operational guides to ensure consistency across teams

Customer Success Manager — Caary Capital

Aug 2021 – Dec 2021

- Independently established client support workflows and escalation processes as first Customer Success hire, building operational structure from scratch
- Developed and maintained product issue log, working with engineering to document, prioritize and track resolution of critical defects
- Designed and implemented a 90-day onboarding framework for 150 key accounts, coordinating across product, engineering, and operations teams

Health and Beauty Sales Associate — Real Canadian Superstore

2015 – 2021

- Delivered consistent customer service in a high-volume retail environment while managing multiple competing priorities