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Nisha

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| **Objective** | * Worked as a **Technical lead** at **Cognizant Technology Solutions** for an ecommerce project with 3 years and 10 months of experience in Incident, Problem, Knowledge & Team Management. Looking forward to seek a long time career in the same or equal role where I can utilize my skills and abilities in the industry, inspire creativity, promote productivity and also being resourceful. I am also interested in getting into different departments such as Human Resources, Operations and Administration.
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| **SyNOPSIS** | * Worked for one of the largest footwear manufacturing company as our client.
* Excellent communicator with negotiation, planning, analytical & problem solving skills.
* Customer service oriented, commercially astute with excellent communication.
* Resourceful & detail oriented with strong analytical & time management skills.
* Independent, self-motivated, able to take responsibilities and work well under pressure, quick learner and flexible team player.
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| **Technical Skills**  | * Skills : SQL, MS Excel
* OS : Windows XP/7, Basics in Unix & Linux
* Tools Used: Newrelic, OEM, Putty, Winscp, Matlab, Splunk, AWS, Service Now, SAP and ScienceLogic
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| **Certificates**  | * SIX Sigma Level 0 (ITIS Yellow Belt)
* ITIL v3.0
* ITIS Process Space Level 1
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| **ROLE** | **Technical Lead*** Managing Team Operations
* Monitoring and supervising various client applications (site functionality, system health, etc.,)
* Managing the incident resolution process and ensured adhering to departmental policies
* Coordinating with various teams to troubleshoot application issues and system performance issues
* Verifying server logs and restarting of servers using Putty and Kraken Tool
* Providing support for deployments/upgrades/changes/enhancements done on production (Live) environment
* Within own area of knowledge, we follow agreed procedures to investigate issues and other requests for support and determine appropriate actions to be taken
* Providing correct response to requests (Incidents/Service requests/Adhoc) for support by means of making modifications to system parameters, deploying scripts and preparing various ecommerce reports
* Maintaining close collaboration with vendors to ensure timely support whenever necessary
* Making effective and much appreciated suggestions for changes in the system applications, and giving expert advice for proper operations
* Collaborating with the engineering and customer-support departments to provide effective resolution for customer facing issues.
* Hands on experience in Knowledge Management (KB Articles)
* Preparing client reports and Checking logsthrough SQL
* Hands on experience in Splunk. Worked on checking server logs, setting up alerts, dashboards and reports in Splunk
* Worked on Service Now Tool for logging tickets, reports, dashboards, scheduled reports, etc.,
* Hands on experience in MS Excel for preparing report and maintaining trackers
* Basic knowledge on Amazon Web Services and Monitoring/Checking Logs in AWS console
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| **EDUCATION QUALIFICATION** | **IT Support Analyst:*** Provided "Level 1" and "Level 2" support to an e-commerce site having around 5k visits per minute.
* Responsible for first and second level support ticket resolution
* Monitoring and supervising various client applications (site functionality, system health, etc.)
* Coordinating with various teams to troubleshoot application issues and system performance issues
* Verifying server logs and restarting of servers if required
* Providing support for deployments/upgrades/changes/enhancements done on production (Live) environment
* Maintaining close collaboration with vendors to ensure timely support whenever necessary
* Providing correct response to requests (Incidents/Service requests/Adhoc) for support by means of making modifications to system parameters, deploying scripts and preparing various ecommerce reports
* Knowledge Management
* Documentation
* Worked on checking server logs, setting up alerts, dashboards and reports in Splunk Tool

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| **Educational Level** | **University** | **Institution** | **Passing year** | **Percentage/****CGPA** |
| Bachelor of Engineering (B.E.) (Electrical and Electronics) | Visvesvaraya Technological University (VTU) | NitteMeenakshi Institute of Technology | 2013 | CGPA: 8.15Percentage= 74% |

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| **personal Information** | * Date Of Birth : August 28th, 1991
* Religion : Muslim
* Nationality : Indian
* Marital Status : Married
* Languages Known : English, Hindi and Kannada
* Interests : Reading Novels, Music and Chess
* Visa Status : Visit Visa (Expires on 10/07/2018)
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| **DeclaratIon** | I hereby declare that above information is correct to the best of my knowledge and belief.Nisha  |
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