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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. |
| **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. |
| **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 |
| **Certificates** | * SIX Sigma Level 0 (ITIS Yellow Belt) * ITIL v3.0 * ITIS Process Space Level 1 |
| **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 |
| **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  |  |  |  |  |  | | --- | --- | --- | --- | --- | | **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: 8.15  Percentage= 74% | |
| **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) |
| **DeclaratIon** | I hereby declare that above information is correct to the best of my knowledge and belief.  Nisha |
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