



**NIKITA SHUKLA**

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Technical Operations Analyst seeking roles in Technical Operations Analysis,Service Delivery,IT Operational Excellence,Payment Gateway Application,Client Relationships,Network Performance,,Analysis,Kibana, Splunk, Linux, SQL, AppDynamics,Shell Script

|   |  |
|---|--|
| Current Designation: Technical Operations Analyst   | Total Experience: 5 Year(s) 6 Month(s) |
| Current Company: PayTM  | Notice Period: 1 Month                 |
| Current Location: Noida   | Highest Degree: B.Tech/B.E.            |
| Pref. Location: Delhi / NCR,Gurgaon,Noida   | [Electronics/Telecommunication]        |
| Functional Area: IT Software - Application Programming / Maintenance  |  |
| Role: Team Lead/Tech Lead   |  |
| Industry: IT-Software/Software Services   |  |
| Marital Status: Single/unmarried  |  |
| Key Skills: Technical Operations Analyst,Team Lead/Tech Lead,Technical Operations Analysis,Service Delivery,IT Operational Excellence,Client Relationships,Ansible,Jenkins,Technical Support,ITIL Certified,Splunk,Kibana ,Unix,Application Support,MySQL |  |
| Verified :  Phone Number   Email - id   |  |

Last Active: 21-Jan-21      Last Modified: 21-Jan-21

Jump to Section

[Work Experience](#) | 
 [Education](#) | 
 [IT Skills](#) |

## Summary

Technical Operations Analysis | Service Delivery | IT Operational Excellence | Client Relationships | Vendor Management | Server Performance Maintenance | Network Performance Analysis | Telecom Billing Architecture | UNIX Platforms | Competent in improving service performance level based on data and interpreting KPIs to determine the quality of the service against the user perception of the service.

Dexterous in overseeing a gamut of key functions pertaining to Service Management and Delivery with an ability to perform root cause analysis, develop checklists & resolve complex problem.

Track record of introducing new concept of service offerings geared towards improving the turnaround time and enhancing customer experience by reducing incident response times & zero SLA breach.

Proficiency in integrating best practices, quality of service agreement, change/configuration management and process optimization for Operation & Maintenance for Bharti Airtel Africa as Technical Operations Analyst

## Work Experience

- PayTM** as Technical Operations Analyst  
 Feb 2018 to Till Date  
 5+ years in IT service & product based company as production support engineer.Identify production bugs & ensure their closure within SLA. Worked as L1/L2, perform BAU tasks , following ITIL best practices for ensuring satisfactory IT service delivery.
- IBM** as Technical Operations Analyst  
 Jul 2015 to Feb 2018

[^ Back to Top](#)

## Education

UG: **B.Tech/B.E. (Electronics/Telecommunication)** from **JSS Academy Of Technical Education, Noida** in 2015

Other Qualifications/Certifications/Programs:  
ITIL Foundation

[^ Back to Top](#)

## IT Skills

| Skill Name | Version | Last Used | Experience |
|------------|---------|-----------|------------|
|------------|---------|-----------|------------|



### Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

|                                 |   |                      |
|---------------------------------|---|----------------------|
| DB2 , MySQL                     |   |                      |
| linux , unix                    |   |                      |
| SQL DEVELOPER , PUTTY           |   |                      |
| Jira , Jenkins, Kibana, Splunk, |   |                      |
| App Dynamics                    |   |                      |
| Unix shell scripting            | 0 | 0 Year(s) 0 Month(s) |
| GIT                             | 0 | 0 Year(s) 0 Month(s) |
| Ansible                         | 0 | 0 Year(s) 0 Month(s) |

[^ Back to Top](#)

Languages Known

| Language | Proficiency | Read | Write | Speak |
|----------|-------------|------|-------|-------|
| ENGLISH  |             |      |       |       |
| HINDI    |             |      |       |       |

[^ Back to Top](#)

Affirmative Action

Category: **General**

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**

[^ Back to Top](#)