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|  |  | Nikhil  Program Analyst |
| Profile Program Analyst in Cognizant Technology Solution with 2+ years of experience in Application Support. Contact +91-8892792778  nikhillv95@gmail.com |  | EDUCATIONBE in Electronics & Communication 2013 - 2017 WORK EXPERIENCE[COGNIZANT] 2019 till date **PROJECTS:**   * **AutoZone [L1.5 Application Support Analyst] (01/2019– Present)** * Involve in Automation testing (Regression testing, API testing,) whenever there is Production Deployment * Experience in Selenium, Soap UI * Work with L1 team to get tickets created and escalate the issue to   correct team   * Analyzing on Front-end & backend logs to identify the production issue using Matlock tool * Monitor the health of servers regularly * Involving respective teams on bridge based on high priority incidents and drive the incident towards closure. * Automating repeated tasks through Shell Scripting * Login to Linux servers to analyze the issue. * Use Sql queries and modify the queries accordingly to perform certain tasks * Performing catalog activity on daily basis. * Resolve the incident within the given SLA * Check interruptions or bugs in operation and create a Problem ticket to push it in next Release Cycle.  **SKILLS**  * Selenium, * Oracle Sql * SoapUI * Linux * Matlock * Akamai * Dynatrace |