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Godavarikhani, India 505209

### **Relevant Skills:**

- Incident Management
- Problem Management
- Troubleshooting
- Change Management
- ServiceNow ticketing
- SCOM monitoring Spectrums
- Team Collaboration and Leadership

### **Tools Used:**

- ServiceNow
- SolarWinds
- Putty
- LiveNX
- Cyber ark
- Dynatrace Region Spectrums
- Onepam

### **Technical Skills:**

- Networking
- Java
- HTML, CSS
- MS Word, Excel, Power Point

### **Educational**

#### **Qualification:**

2023

#### **Master Of Technology:**

Vageshwari College of  
Engineering &  
Technology  
Karimnagar  
GPA: 75%

2020

#### **Bachelor Of Technology:**

Trinity College of  
Engineering &  
Technology  
Peddapalli  
GPA: 74%

# Samreen Sulthana

## Senior Analyst / Software Engineer

### **Professional Summary:**

Dedicated and results-oriented Senior Analyst with Client/Vendor managed to provide critical technical support and efficiently managing major incidents. Accepting the challenges of today's fastest developing industry by utilizing all knowledge, skills and experience to work enthusiastically in teams to achieve the goals of organization.

### **Professional Experience:**

#### **Capgemini Technology Service India Limited (January 2022-Present)**

*Senior Software Analyst, Bengaluru*

*Managed multiple work streams to complete tasks with SLA.*

- Managing Client Governances.
- Analyzing the team performance.
- Monitoring network devices.
- Executing the SQL scripts.

### **Responsibilities:**

- IT professional with over 3.6 years of experience working as network engineer by managing clients and vendor parallel for global services.
- Worked with different service providers like Verizon, AT&T, Intercloud, Vodafone, Indosat, Telekom, GTT, Azure (Microsoft) for different regions globally.
- Possesses excellent communication skills, analytical, incident management, change management, problem management, leading and learning skills as well as keen interest in emerging technologies.
- Creating incidents requests and changes as per the client requirements. To detect and escalate incidents to the appropriate teams for resolution
- Continuously monitor a wide range of IT systems and infrastructure using monitoring tools and dashboards.
- Acted as the primary point of contact for all network-related issues and incidents, providing timely support and resolution.
- Responsible for doing first level troubleshooting by taking logs attending troubleshooting calls, ensuring vendor participation and providing backup support for L3 team.
- Documented incidents, root cause analysis and troubleshooting procedures.
- Co-ordinating with customers and vendors and initiating a bridge call for major incidents to make sure issue to resolve with in SLA.
- KPI Data: Generate weekly and monthly reports on incident trends.
- Responded and resolved customer inquiries in time, ensuring to resolve the incidents in agreed SLA.
- Coordinating with ISP and following up on getting RCA/RFO to work on preventive actions.
- Respond to and resolve issues reported by users by collaborating with vendors using ITIL process.
- Executing the SQL scripts as per the customer request.

**Strengths:**

- A smart and easy approach to work
- Adaptive & flexible
- Team working Skills
- Multitasking

**Accomplishments:**

- Client appreciation for completing the tasks within SLA.
- Achieved Sport Award for the outstanding performance in solving Users issue.

**Declaration:**

I hereby declare that the information furnished above is true to the best of my knowledge.

**Place:** Godavarikhani

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