

Salmoon Samuel

ITIL Certified | **Creative** Thinker | **Quick** Learner | **Complex Problem** Solver

I have a great desire to learn and want to continuously improve. I prioritize projects based on how much influence they will have on their organization or the people around them.

EXPERIENCE

Senior Tech Support Associate

- Infosys Ltd — November 2021 - Present

New Apprenticeship | Remote *(July 2021 to continue)*

- ITIL / ITSM / ServiceNow Micro Certifications
- ServiceNow Fundamentals

Hardrock, Atlantic City | Marketing Coordinator

June 2018 - April 2020

- Data Entry, Signup New Member, Solve guesst's problem, Qualified casino players for comps, Market the promotions. Participate in Live Marketing Events like Slot Tournaments | Bingo games.

Education / Certifications

Google IT Support Professional (Coursera)

- Technical Support Fundamentals / Bits and bits of Networking
- Operating Systems and you Become Power User
- System Administration and IT Infrastructure Services
- IT Security: Defense against the digital dark arts

ServiceNow Fundamentals (CSA)

- Incident / Problem Management / Reporting
- Service Catalog / Knowledge Management
- Automated Test Framework Fundamentals
- Software Asset management professional Fundamentals

ITIL Certification

- IT Service Management- Axelos People Cert

Nucamp, Newark, NJ — Full Stack Web Development

- Including HTML / CSS / Bootstrap / Javascript / React / Github/ VsCode

Nicon College of Commerce

- Bachelor's in Business Administration

SKILLS

- ❖ ITIL 4 Certified
- ❖ ServiceNow Administration
- ❖ Html / CSS
- ❖ Python
- ❖ Bootstrap
- ❖ Javascript
- ❖ React
- ❖ SQL
- ❖ Backend
- ❖ Github
- ❖ Jira
- ❖ Marketing / Customer Service

Portfolio Website:

<https://salmoonsamuel.github.io/Salmoon-resume/>

Linkedin:

<http://linkedin.com/in/salmoon-samuel>

Github:

<https://github.com/Salmoonsamuel>

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