Salmoon Samuel

ServiceNow Certified System Administrator | **ITIL** Certified |**Creative** Thinker

Email: salmoonsamuel@gmail.com

Education / Certifications

ServiceNow Certified System Administrator Certification: Oct-2022

ITIL 4 Certification Febrarury 2022

Meta Front-End Development Professional Certificate

From Coursera by Meta Instructors |August 2022

- **Advanced Html / Css / Javascript / Git| Github / Ui/Ux /React**

IBM IT Support Specialist Pre-Apprenticeship, Franklin Apprenticeships |August 2022

Earned the following IBM badges:

- **IBM IT Support Specialist Pre-Apprenticeship Certification**
- **IBM IT Support Specialist Essentials**
- **IBM Agile Explorer**
- **Enterprise Design Thinking Practitioner**
- **IBM New Collar Professional Skills**

Google IT Support Professional (Coursera) | March 2022

- **Technical Support** Fundamentals / **Bits and bits** of Networking
- **Operating Systems** and you Become Power User
- **System Administration** and IT Security

ServiceNow Fundamentals (CSA) September 2021

- **Incident / Problem** Management / **Reporting** /Service Catalog/ ATF

Nucamp, Newark, NJ — *Front-End Web Development*

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

Nicon College of Commerce：Bachelor's in Business Administration

EXPERIENCE

Senior Tech Support Associate | Infosys Ltd — November 2021 - Present

- **ServiceNow Administration / ITSM | ATF | Incident, Problem, change Management | Flow | Knowledge and ServiceCatalog Management | Unix/ linux to install apps and update apps**

New Apprenticeship | Remote *(July 2021 – Sept 2021)*

- **ITIL / ITSM / ServiceNow** Micro Certifications

Marketing Coordinator | Hardrock, Atlantic City | **June 2018 - April 2020**

Data Entry, Signup New Member, **Solve** guesst's problem. **Participate** in Live Marketing Events like **Slot Tournaments** | Bingo games.

SKILLS

- ITIL 4 Certified
- Agile Development
- Html / CSS / Javascript / UNIX / Linux
- Python Basics
- Bootstrap / React
- SQL /Jlra
- Github
- Microsoft SharePoint from Coursera
- Marketing / Customer Service

Portfolio Website:

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

Credly Link:

https://www.credly.com/users/salmoon-samuel

Linkedin:

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

Github:

https://github.com/Salmoonsamuel

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