

Nifa NaushadBhai

Email: Nifa2025@gmail.com | Mobile: +555 123-456

PROFESSIONAL SUMMARY

Network Support Engineer with nearly 2 years of experience in monitoring network infrastructure, managing incident tickets, and responding to real-time alerts. Proficient in using tools like **ServiceNow** (Incident Management) and **Jira** for ticket tracking, and **PRTG** for basic network health checks and alert monitoring. Strong understanding of L1 responsibilities including initial diagnostics, escalation procedures, and coordination with L2/L3 teams in a 24x7 NOC environment.

EXPERIENCE

L1 Support at Royal Cyber Inc.

Sept 2023 – Present

- Performed initial troubleshooting for basic network issues, system alerts, and user connectivity complaints..
- Created and managed incident tickets using ServiceNow, including documenting resolution steps and escalating unresolved issues to L2/L3.
- Logged and responded to incoming issues through ServiceNow Incident Management, maintaining SLA timelines and proper ticket categorization.
- Monitored system availability and performance to minimize downtime and optimize customer services using tools like PRTG.
- Used remote tools to check system status and assist users in resolving minor technical problems.
- Documented all actions in tickets and prepared shift handover reports in a Follow-the-Sun support model, ensuring smooth global coverage.

SKILLS

- Computer Networks Fundamentals
- ServiceNow (Incident Management)
- Jira (Basic Ticketing)
- Remote Desktop Tools (AnyDesk)
- Alert Monitoring & Escalation
- Ticket Handling & Documentation
- PRTG Network Monitor
- Web Technologies
- AWS Virtual Machine (EC2)

EDUCATION

Kakatiya Institute Of Technology and Science
Bachelor's in Information Technology
CGPA : 7.73

Warangal, India
2022 – 2025

PROJECTS

Ticketing Simulation using ServiceNow Incident Module

- Simulated L1 support environment for handling common IT issues.
- Created and managed tickets for network, system, and hardware problems.
- Categorized and prioritized incidents, updated status, and added resolution steps.
- Escalated unresolved tickets to L2 following basic SLA timelines.
- Gained hands-on familiarity with **ServiceNow Incident Module**.
- Practiced ticket documentation, resolution tracking, and escalation workflows.

MJP College Website (Freelance)

Website Url

- * Used **React** for the frontend, **Firebase** for backend services, and **Tailwind** CSS for styling.
- * This project helped me understand basic **Troubleshooting** techniques and gave me insights into how data flows and is managed across different applications.

E-commerce Website

Website Url

- * Developed a comprehensive e-commerce web application using the MERN stack.
- * The project helped me understand the **Application Architecture** and honed my Programming skills