

# Salima Badruddin Samani

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## PROFESSIONAL SUMMARY

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I am an IT professional with experience in system administration, network management, and technical support. I specialize in maintaining secure, efficient, and reliable IT environments while supporting users and business goals. Known for problem-solving, teamwork, and delivering consistent uptime and performance.

## EXPERIENCE

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### IT Support Engineer at TechCore Solutions, Remote

july 2024 – Present

- Provided L1/L2 technical support via ServiceNow and remote desktop tools.
- Documented SOPs for recurring technical issues, improving team efficiency.
- Logged and responded to incoming issues through ServiceNow Incident Management, maintaining SLA timelines and proper ticket categorization.
- Configured workstations, printers, and network devices for new hires.
- 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

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- Computer Networks Fundamentals
- ServiceNow (Incident Management)
- Remote Desktop Tools (AnyDesk)
- IT Supervision
- Team Management
- Web Technologies
- Microsoft Azure

## EDUCATION

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### **Kakatiya Institute Of Technology and Science**

*Bachelor's in Information Technology*  
CGPA : 7.73

Warangal, India  
2022 – 2025

## PROJECTS

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### Shaheen Junior 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.

### Online Store

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