

Fatima Noor

Karachi, Pakistan

fatima.noor@fakemail.pk | +92 21 1234 5678 | LinkedIn | GitHub

Education

NED University of Engineering and Technology

Bachelor of Science in Information Technology

Aug 2016 – May 2020 | Karachi, Pakistan

GPA: 3.5/4.0

Activities: IT Support Club President, Tech Outreach Volunteer, Peer Mentor

Relevant Coursework: IT Support, Networking Fundamentals, System Administration, Windows & Linux OS

Summer School: CompTIA Training Institute 2019 (GPA: Pass)

Work Experience

Helpdesk Support Engineer | TCS Pakistan | Jun 2020 - Present | Karachi, Pakistan

- Provided L1/L2 support for Windows and Linux environments, resolving 95% of tickets on first contact.
- Managed Active Directory and Office 365 user accounts.
- Conducted training sessions for end-users on IT best practices.

Skills

Operating Systems: Windows, Linux

Tools: ServiceNow, Zendesk, Active Directory

Other Skills: Troubleshooting, Customer Support, ITIL Practices, Documentation

Certificates

CompTIA A+

Microsoft Certified: Modern Desktop Administrator Associate

ITIL Foundation

Awards

TCS Customer Service Excellence Award 2021

NED University Merit Scholarship
First Place – Karachi IT Challenge 2019