

NALINI C.S. NARINE

10229 Marsh Pine Circle, Orlando, FL 32832

(407) 433-5679 - NaliniCSNarine@gmail.com

<https://mystudyjourneys.com/> <https://www.linkedin.com/in/nalini-c-s-narine/>

PROFESSIONAL SUMMARY

Network Engineer, successful at completing new installations, updates, troubleshooting, and configuration of network components. Unique and well-rounded skillset with background in business to business communication, web development with social media/reputation management, b2b sales/service and working at events/shows.

CERTIFICATIONS/TESTS

CCNP Switch 300-115 - in Progress.

CCNP Route 300-101 – Passed.

Certified Meraki Networking Associate

- Cisco Meraki

- Feb 2019

Mist WiFi Certification

- Mist Systems

- Dec 2019

Cisco Certified Network Associate - Routing and Switching

- Cisco - April 2018

Mist Location Certification

- Mist Systems

- Dec 2019

WiFi Troubleshooting

- Mist Systems

- Dec 2019

WORK HISTORY

01/2018 to Current **Network Operations Technician**

Presidio – Orlando, Florida

Monitoring and managing customer networking, datacenter, security and collaboration platforms. Primary point of contact for all incidents. Troubleshooting, triage, resolutions, management of teams responsible for resolutions.

07/2014 to Current **Side Projects / Temp Work**

Multiple Employers – Florida

Jan 2020 - Feb 2020 - Beagle Networks - Fox Sports - Network Engineer -

Deployed Network for Fox Sports to Broadcast **Super Bowl LIV**. Configured Switches, Ran Fiber, IPTV, WiFi, Monitoring, and Troubleshooting.

Mar 2014 - May 2014 - Auto Express Enterprise - Internet Sales Manager -

Modernize small business car dealership, developing internet sales department and training staff to maintain. Inventory management, photography, creating ads, sales.

July 2009 - Jan 2010 - Osceola County Board of County Commissioners -

Internship - updating web content, troubleshooting database issues, on the job learning of Cold Fusion, Javascript, Sharepoint and Dreamweaver.

01/2017 to 05/2018 **Service Desk Technician**

Hilton Grand Vacations – Orlando, Florida

Developed a Knowledge Base and Training Website for Hilton Grand Vacations IT Department via wordpress.

Primary Point of Contact for Hilton Grand Vacations internal customer issues per approved SLA metrics.

Monitors the progress of Incidents and Problems, and provides timely updates to customers, application and systems diagnosis and troubleshooting techniques in order to resolve all service affecting issues.

Coordinates and escalates complex issues to the Escalation and Leadership Teams when necessary.

Works with peers and management to resolve technical issues.

Documents all communication in the Ticketing System, and updates customers regularly on active tickets.

11/2014 to 01/2017 **Travel Media Group Product Development**

Dominion Enterprises – Maitland, Florida

Web Coordinator

Mar 2015 – Jan 2017

B2B Communication to assess the needs and preferences for development of a website for their hotel.

Domain setup, website development, content creation, connecting media, editing websites, webmaster tools and analytics setup.

Quality assurance, coordinating with clients, development and creative departments to ensure that websites are published and live by deadline.

Reporting and project management.

Content Creation

Product Development Analyst

Nov 2014 – Mar 2015

Develop and manage the script, training manual, and timeline for making Social Media department successful. It was easier to train new hirers on how to work in this department.

B2B Communication to assess the needs and preferences for development of Social Media on Facebook, Twitter, Google+, and Pinterest.

Content creation to ensure posting for hotels are scheduled for at least three times a week and are satisfactorily performing by analyzing data.

Quality assurance, coordinating .with clients, development and creative departments to ensure that websites are published and live by deadline.

Reporting and project management.

Content Creation, data analysis, train and assist new hires in social media marketing and digital analysis and research Omniture/Adobe Analytics, Google Analytics, Google Adwords, SEO, HTML, CSS for new position.

10/2012 to 08/2014 **Internet Sales Manager**

Orlando Harley-Davidson East – Orlando, Florida

Move Motorcycles for sales display and photos.

Coordinating events such as Bike Week, Biketober Fest and Car Shows throughout the year with concerts and motorcycle games.

Photography of events, inventory, merchandise and parts.

Sale/Customer Service. Internet Marketing and Event Planning.

Delivery Driver/Runner. Finance work, credit aps, sales consultant.

Report Builder.

Occasionally Handles IT Tickets

08/2010 to 08/2012 **Reservations / Cash Control**

Arabian-Nights Dinner Show – Celebration, Florida

Provide outstanding customer service to guest. Answer all questions to best of abilities.

Answer multiline telephone, front desk clerical duties

Cash handling, balancing, depositing and dropping.

Upsell guest to meet quota and commission.

EDUCATION

Computer Science **In Progress**

Seminole State College – Sanford, Florida

Game Development **Some Coursework**

Full Sail University - Winter Park, Florida

Diploma **Class of 2008**

Celebration High School - Celebration, Florida

Cisco and Networking **Certifications**

Self Study - The Academy Miami Doral, Lynda, Udemy, INE, Etc.