



## CONTACT

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# NALINI C.S. NARINE

## WORK EXPERIENCE

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### Network Operations Technician-Presidio Jan 2018 – present

- Ensure proactive monitoring and management of customer networking, datacenter, security and collaboration platforms.
- Serve as primary point of contact for all incidents.
- Take charge of troubleshooting, triage, resolutions, management of teams responsible for resolutions.
- Manage troubleshooting, routing, switching, firewall, data center, collaboration issues.
- Handle carrier managing.
- Demonstrated a deep experience in 1000s of different companies infrastructure.
- Oversee Frame-relay, T1 E1 connections, LISP, BGP, OSPF, EIGRP. Troubleshoot WAN, LAN, DHCP.
- Worked on Juniper, Palo-Alto, Cisco, F5, CUCM, UCS, Meraki, HP, etc.

### Service Desk Technician-Hilton Grand Vacations Jan 2017–May 2018

- Masterminded the development of a Knowledge Base and Training Website for Hilton Grand Vacations IT Department via wordpress.
- Served as Primary Point of Contact for Hilton Grand Vacations internal customer issues per approved SLA metrics.
- Monitored the progress of Incidents and Problems, and provided timely updates to customers, application and systems diagnosis as well as troubleshooting techniques in other to resolve all service affecting issues.
- Provided functional support in coordinating and escalating complex issues to the escalation and leadership teams when necessary.
- Demonstrated excellent teamwork skills with peers and management to resolve technical issues.
- Ensured proper documentation of all communication in the Ticketing System, and updates customers regularly on active tickets.

### Senior Web Developer & Project Coordinator - Dominion Enterprises – Travel Media Group March 2015 – Jan 2017

- Maintained B2B Communication to assess the needs and preferences for development of a website for their hotel.
- Took charge of domain setup, website development, content creation, connecting media, editing websites, webmaster tools and analytics setup.
- Managed quality assurance, maintained excellent communication with clients, development and creative departments to ensure that websites were published and live by deadline.
- Reporting and project management.
- Handled Content Creation.

Highly analytical and result oriented CCNP Certified Network Engineer with a track record of delivering exceptional results in completing new installations, troubleshooting and configuration network components.

A fine liner with a powerful blend of exceptional skills and high-level performance in b2b sales & communication, web dev project management, sales & support in IT, as well as working at events/shows whilst maintaining absolute composure and empathetic customer focus.

#### EXPERIENCED IN

- Cisco, Juniper, Fortinet, Palo Alto, Aruba, Meraki, F5, HPNA, and more.
- Leading a team in IT Service Desk, Project Management with Focus on Web Development for Hoteliers.
- Installation and support for the network infrastructure for major sporting events.
- Programming languages including Java and C++
- Wordpress, SEO, Online Presence
- Events Coordinating & Hosting, Business to Business Communication with Sales and Support focusing.

#### **Social Media Marketing & Digital Analysis Expert -Dominion Enterprises – Travel Media Group Nov 2014 – March 2015**

- Coordinated the development and management of the script, training manual, and timeline for making Social Media department successful.
- Conducted training for new hires on how to work in the department.
- Maintained B2B Communication to assess the needs and preferences for development of Social Media on Facebook, Twitter, Google+, and Pinterest.
- Delivered professional content creation services to ensure posting for hotels were scheduled for at least three times a week and were satisfactorily
- performing by analyzing data.
- Reporting and project management.
- Managed Content Creation, data analysis, training and assisting new hires in social media marketing and digital analysis and research Omniture/Adobe Analytics,
- Google Analytics, Google Adwords, SEO, HTML, CSS for new position.

#### **Call Center Customer Service Representative- Sears Holdings Corporation Sep 2014 – Nov 2014**

- Offered Best Services to various customers as a customer service representative and created numerous opportunities to gain sales
- Performed Scheduling services on large appliances and met the customer expectations quite effectively

#### **Accounting and Executive Assistant- Mircenza Jun 2014 – Sep 2014**

- Used QuickBooks for processing orders, invoices and billings.
- Ensured the accuracy of all documents and also worked with Italian distributors
- Gained experience in B2B Sales, service, distribution and inventory management

#### **Internet Sales Manager – Harley-Davidson Sep 2012 – Jul 2014**

- Developed the Standards for Orlando Harley-Davidson's Internet Sales Department using Cycle trader, Craigslist, EBay and Social Media Marketing.
- Created Eye-Catching Ads, Entertaining Events and Animated Videos for all social media Platforms
- Did Aesthetic Photography of events, inventory, merchandise and parts and also completed event planning and delivery tasks.

#### **Internet Sales Manager & Financing Associate, Closing Department- Auto Express Enterprise Mar 2014 – Jul 2014**

- Modernizing a small business car dealership by Developing and updating an Internet Sales Department for Car Dealership
- Created Finance Paperwork, Credit aps, build reports

## SKILLS

- Communication
- Work Ethics
- Detail-oriented
- Problem Solving
- Leadership
- Teamwork

## HOBBIES

- Circus Arts
- Biking
- Martial Arts
- Anime and Gaming
- Rollercoaster Rides
- Yoga and Meditation

## Reservations/Cash Control Lead- Arabian-Nights Dinner Show Aug 2010 – Aug 2012

- Wrote Training Manual for New Recruits
- Checked Balance in all cash registers and transactions for entire company and handle cash in safe.
- Managed and Maintained work schedule and hours for all staff in Reservations/Cash Control Department and gave excellent customer service

## Vacation Planner - Summer Bay Resorts Feb 2010 – Jul 2010

- Provided outstanding customer service to guests on several hotel locations and performed tasks including ticket inventory and vacation planning

## IT Project Management-Osceola County Internship Jul 2009 – Jan 2010

## PROJECTS COMPLETED

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### Cushman & Wakefield-Far Out Solutions

- ❖ Managed the troubleshooting of voice issues and assisted in password reset and cable management procedures

### Network Engineer – Fox Sports

- ❖ Managed the effective deployment of Network for Fox Sports to Broadcast Super Bowl LIV.
- ❖ Executed the configuration of Switches, Ran Fiber, IPTV, Wi-Fi, Monitoring, and Troubleshoot the multicast issues

## CERTIFICATIONS

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- ❖ CCNP Enterprise
- ❖ Cisco CCNP Route
- ❖ Cisco ENARSI
- ❖ Certified Meraki Networking Associate
- ❖ Mist Wi-Fi Certification
- ❖ Certified Cisco Network Associate (CCNA) -Routing and Switching
- ❖ Mist Location Certification-Mist Systems
- ❖ Wi-Fi Troubleshooting Certification-Mist Systems

## REFERENCES

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- **Randall Greer –Presidio**  
(239) 839-5199
- **Fernando Solano –Presidio**  
(407) 619-9270
- **Steve Gongage – Osceola County**  
407-383-8959
- **Timothy Rush – Orlando Harley**  
407-760-2664
- **Jason Lee – Travel Media Group**  
760-443-4113

