

LINDSEY ALCINAY

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Portfolio: <https://alcinay-mtf-fa1df.web.app/>

Summary

Proficient HTML Email Developer with a proven track record of creating visually appealing, responsive, and effective email campaigns. Skilled in HTML, CSS, and responsive design techniques to optimize user experience and drive engagement. Experienced in crafting impactful email templates compatible across various platforms and devices. Adept at translating design concepts into functional, code-based email solutions. Seeking to leverage expertise in HTML email development to contribute to innovative campaigns and deliver exceptional results in a dynamic team environment.

Professional Skills

DEVELOPER SKILLS	TOOL	PERSONAL SKILLS
<ul style="list-style-type: none">HTML5CSS3MJML Email FrameworkResponsive DesignJavascriptReact FrameworkjQueryDebugging and Troubleshooting	<ul style="list-style-type: none">Mail ChimpEmail on AcidFigmaPhoto ShopAdobe LightroomAdobe XDVS CodeGit Version Control	<ul style="list-style-type: none">Time ManagementProblem-solving abilitiesStrong Analytical SkillsLeadership and Interpersonal skillsTeamwork and Critical thinkingExcellent communication skills

Experience

Network Administrator 2022 to Current

Norwin Technology at MTF Biologics, Edison, NJ

A private independent financial firm that oversees more than \$140 billion for over 2,500 families
Responsible for providing business application assistance for all Bessemer employees

Core Responsibilities and Accomplishments:

- Elevated performance by configuring and optimizing hardware for both new and existing laptops and desktops, enhancing overall system efficiency.
- Demonstrated adept troubleshooting skills to swiftly resolve hardware and software-related issues, minimizing downtime and improving operational continuity.
- Delivered tailored application support, employing strategic tools to directly address business needs, correct errors, and devise efficient workarounds, resulting in streamlined processes and increased productivity.
- Orchestrated a successful migration of Bessemer end users from Windows 10 desktops to laptops, enhancing mobility and modernizing the work environment.
- Proficiently managed Active Directory and optimized utilization of MS Office Suites, contributing to a cohesive and efficient digital workspace.

Application Support Analyst 2021 to 2022

Randstad Technology at Bessemer Trust, Woodbridge, NJ

Private independent financial firm that oversees more than \$140 billion for over 2,500 families
Responsible for providing business application assistance for all Bessemer employees

Core Responsibilities & Accomplishments:

- Resolved incidents and fulfilled requests, delivering an exceptional white-glove customer service experience to both internal and external end users through proactive communication and professionalism.
- Offered advanced technical and analytical expertise within an Application Development department, swiftly identifying and resolving application errors while providing comprehensive root cause analysis, ensuring optimized system performance.
- Orchestrated the seamless migration of Bessemer end users from Windows 10 desktops to laptops, enhancing mobility and productivity in the workplace.
- Proficiently executed data transfers and software installations from desktop to laptop devices, ensuring a smooth transition without disruptions to workflows.
- Demonstrated adeptness in managing Active Directory and optimizing the functionality of MS Office Suites, contributing to a cohesive and efficient digital workspace environment.

Desktop Technician 2019 to 2021

Beacon Hill Staffing at Shionogi, Florham Park, NJ

Japanese pharmaceutical company best known for developing Crestor
Responded to requests for technical assistance in person via phone and remotely for the following technologies: Windows-based endpoints (Laptops and thin Clients) Tablets and Smartphones (IOS) and Microsoft Office Suite.

Core Responsibilities & Accomplishments:

- Provided comprehensive end-user support across hardware, software, network, and account management, including troubleshooting VPN Global Protect connectivity.

- Conducted on-site technical support, installations, repairs, and preventive maintenance of workstations and associated software/hardware prior to the COVID-19 pandemic, ensuring uninterrupted workflow.
- Adhered to strict confidentiality and exercised discretion while handling password-protected or sensitive materials, upholding data security standards.
- Proficiently navigated applications such as MobileIron, Box, Active Directory, Global Protect VPN, SharePoint, and WebEx, optimizing their functionality for seamless operations.
- Demonstrated both technical expertise and emotional intelligence, effectively imparting highly technical content to users with varying experience levels, fostering a conducive learning environment.

Help Desk Analyst

2018 to 2019

Allscripts At Summit Medical Group, New Providence, NJ

Allscripts is the I.T solutions provider for Summit Medical Group, The largest physician-owned multispecialty practice in New Jersey
Acted as the first point of contact for the provision of user support with the core duty of providing a timely and efficient solution to customers' requests and challenges. Also, collate user's calls into the IT Service Desk, calls are all logged into the CA technologies ticketing system for immediate processing.

Core Responsibilities & Accomplishments:

- Efficiently handled 25-30 incident calls daily and managed corresponding email requests.
- Directed all level 2 support printer incidents to the contracted partner, Alltech Services, ensuring specialized resolution for printer-related issues.
- Provided comprehensive level 1 desktop technical support to Summit Medical Group employees and members via phone, utilizing remote desktop access for further troubleshooting.
- Troubleshooted various applications and software, including Microsoft Office 365, Citrix Systems, Fuze, M*Modal, Click Share, Duo Mobile, Cisco WebEx, Symantec V.I.P, Athena Health, and BitLocker.
- Diagnosed and resolved external desktop hardware issues encompassing Dymo Label printers, Docket Port Scanners, RDM credit card and check machines, Polycom VOIP telephones, mobile phones, tablets, network printers, and fax machines.
- Employed a range of tools such as Active Directory, Print Management, Team Viewer, Remote Desktop, Skype For Business, and Cisco AnyConnect VPN to effectively troubleshoot and resolve incidents, ensuring minimal disruption to operations.

Education

Computer Science

2009

Kean University, Union, New Jersey

- GPA: (3.4)

General Studies High School Diploma

2007

Woodbridge High School, Woodbridge, New Jersey

- GPA: (3.6)

Certifications

- CompTIA Fundamentals
- CompTIA A+

References

- Available on request