

# NIKOLINA MASKARIN

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## WEB DEVELOPMENT STUDENT

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### Web Development | Process Improvement | Analytical Problem Solving

Customer oriented technical support professional with a history of success troubleshooting servers, analyzing network accessibility, and diagnosing high priority issues. Proven track record of process improvement through initiative and collaboration. Fluent in Croatian/Serbian and German.

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#### KEY COMPETENCIES

Web Development  
Analytical Problem Solving

Process Improvement  
Multilingual Support

Escalation Resolution  
Training & Mentoring

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#### SKILLS

**Programming languages:** HTML5, CSS, Javascript, Python

**Software and OS:** Git, VS Code, Windows 10, Tableau Server, Citrix, various ticketing systems, MS Office 365

**Networking:** TCP/IP, Cisco Routers, Cisco Wireless Access Points, Modems

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#### PROFESSIONAL EXPERIENCE

**BLINK**, Remote from Austin, TX

January 2024 – June 2024

**Bilingual Technical Support Engineer**

**APEX SYSTEM**, Remote from Austin, TX

February 2023 – December 2023

**Bilingual Technical Support Engineer / Contractor for Blink**

- Provided technical assistance for Blink home security devices to a wide range of end users via phone and email.
- Serviced customers in German and English.
- Provided information on system functionality to help customers achieve their goals within the scope of the product.
- Communicating support request trends and product adoption to management and development teams.

**GETRONICS**, Berlin, Germany

August 2019 – December 2022

**Help Desk Analyst I**

- Provided support for apps in a Windows environment for business users in German, English and Serbian.
- Process Improvement. Collaborated with the specialized team to improve processes and ticket templates after implementation of new ticketing tool.
- Took ownership of escalated tickets and followed up until completion.
- Trained new coworkers, mentored and assisted them after training period.
- Provided support via phone, email, chat and screen share tools.

**Artificial Intelligence Transformation Analyst / Part Time**

May 2022 – December 2022

- Worked part time with a dedicated team on the customer interaction side of the new custom company chat bot.
- Modeled possible customer's utterances and built next step questions/solutions that the bot followed.

**ROBERT HALF**, Berlin, Germany  
**Help Desk Analyst I /Contractor for Getronics**

August 2019 – July 2020

**ROBERT HALF**, Austin, TX  
**Technical Support Representative / Contractor**

August 2017 – October 2017

Assisted college students with setting up accounts and connecting their devices to dorm WiFi.

**TABLEAU SOFTWARE**, Austin, TX  
**Technical Support Engineer** April 2016-June 2017

June 2015 – June 2017

- Promoted to work with server products and proactively assist with post-sales installation, configuration, and set up tasks. Resolved highly complex technical and application issues which impact product performance. Troubleshooted technical issues that include browser rendering, software performance, network accessibility, and install and restore performance issues.
- Process Improvement. Created and documented improved troubleshooting processes which increased operational efficiency and as a result was initiated companywide.
- Technical Leadership. Lead support case resolution efforts and mentor and train Tier 1 technicians in researching, resolving, and documenting customer issues.
- Industry Trends. Attended Tableau Conference to stay current on industry trends, network with colleagues, and gain insight to improve internal processes.

**Technical Support Specialist**

June 2015 - March 2016

Application support for Tableau Server. Resolving Tableau Server issues in a timely manner.  
Educating customers on software and hardware use

**MASKARIN PHOTOGRAPHY**, Austin, TX  
**Self-Employed Photography assistant**

June 2013 – December 2015

**TEAMPERSONA**, Austin, TX  
**Network Operation Center Technician**

August 2012 - September 2013

Troubleshoot issues with provider modems, Debian servers, Cisco routers and access points, and WiFi connectivity. Additionally, resolved issues for escalated accounts, managed a queue to support all company products, remotely checked out on site deployments.

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## EDUCATION

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**Web Development Bootcamp** Anticipated graduation January 2025  
**Associate of Applied Science in Local Area Network Administration**, Austin Community College 2012  
**Bachelor of Science in Cloud and System Administration**, Western Governors University November 2017 – May 2018  
Did not graduate.