

Romain Sinclair

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Network Engineer – Cisco Certified Network Associate | CCNA Certified

A dedicated **Network Engineer** with a solid foundation in networking principles. Holder of the Cisco Certified Network Associate (CCNA) certification, demonstrating knowledge and expertise in Network Fundamentals, IP Connectivity, Security Fundamentals, Network Access, IP Services and Automation and Programmability. I am eager to leverage my skills to enhance network performance, ensure security, and support the seamless operation of the network.

Selected Highlights:

- ✓ **Configured and maintained Layer 1-3 network infrastructure** using Cisco IOS, OSPF/EIGRP routing, and VLANs, reducing system downtime by 12%.
- ✓ **Served in a key leadership role throughout tenure**, directing key digital communications, web, app, and email projects simultaneously from conception and development to on-time and under-budget completion measured by metrics achievement at NextEra Energy.
- ✓ **Earned a reputation for delivering visual designs, user testing, and analytics**, establishing key dashboards, building a backlog for improvement, and optimizing the overall user experience.

PROFESSIONAL EXPERIENCE

NextEra Energy, Juno Beach, FL

2022 – Present

Digital Experience Specialist/Software Product Owner: 2023 – Present

- **Advanced to roles with increasing responsibility due to strong leadership and exemplary performance.**
- Led strategic digital initiatives and communication projects that exceeded business objectives and contributed to significant operational improvements.
- Managed complex technical projects, ensuring on-time and under-budget delivery while acting as a subject matter expert in user experience and system architecture.
- Developed and executed strategic plans involving transactional web tools, focusing on best practices in user interface (UI), navigation, and system architecture to enhance performance and usability.
- Collaborated with user experience designers and development teams to define technical requirements, ensuring products met both business goals and technical specifications, which greatly increased user satisfaction ratings.
- Oversaw the delivery of critical digital projects aligned with the company's customer-facing digital experience roadmap, emphasizing system reliability and efficiency.
- Participated in daily status calls, sprint planning, user story development, testing, and support for project releases for key digital projects.

Senior Communications Specialist/Digital Communications Product Owner: 2022 – 2023

- Managed and **delivered core digital projects for transactional experiences using Agile methodologies on time, under budget, and above expectations.**
- Supported digital communications and collaborated with stakeholders to understand goals and requirements while creating compelling content and developing HTML for email templates, **drastically boosting brand awareness.**
- Participated in daily stand-ups, story writing sessions, UAT, team demos, and feedback/testing sessions and presented to stakeholders for approval.

R and S Solution LLC, Dallas, TX

2020 – 2022

Jr Network Engineer

- Implemented and maintained Cisco network infrastructure including routers, and switches optimizing network architecture through OSPF and BGP routing protocols, resulting in 12% reduction in system downtime.
- Performed Layer 1-3 troubleshooting of network issues including physical connectivity, switching, and routing problems using tools such as Wireshark, ping, traceroute, and show commands.

SKILLS & EXPERTISE

Network Management
Routing & Switching
IP connectivity
Network Access
Network Security
Network Configuration
IP Services
Security Protocols
Project Management
Product Development
Customer Support
User Story Testing
Agile Methodologies
Software Testing
Team Leadership
Strong Communication

- Configured and maintained VLANs, trunking, and inter-VLAN routing on Cisco switches to segment network traffic and improve security.
- Implemented access control lists (ACLs) and conducted regular security audits to protect against unauthorized access and potential data breaches.
- Monitored network performance using tools like SolarWinds, Syslog, and SNMP analyzing metrics such as bandwidth utilization, latency, and packet loss to maintain optimal network efficiency.
- Assisted in executing planned network changes during maintenance windows following change management procedures, ensuring minimal service disruption to end users.
- Configured and troubleshooted routing protocols (EIGRP, OSPF) for internal network connectivity, improving data flow efficiency by 15%.
- Managed and maintained network documentation including topology diagrams, IP addressing schemes, and configuration standards using Visio and internal documentation tools.
- Supported deployment of network monitoring tools and participated in alert response and resolution procedures.

Parallax Digital, Kennesaw, GA

2021 – 2022

Digital Marketing Specialist/Business Analyst

- **Built, planned, and executed the overall email marketing strategy/campaigns for two brands**, focusing on social media and website management while overseeing the content pipeline and calendar.
- Monitored and analyzed all social media and online marketing campaigns to **assess success, identify issues, and adjust for future strategies.**
- Optimized and designed email layouts in accordance with brand guidelines, boosting the click-through rate.
- Devised and implemented an eCommerce program as an online ordering portal for specific program clients.

RS Digital Marketing, Atlanta, GA

2018 – 2020

Digital Marketing Specialist/Business Analyst

- **Generated 1K+ customer leads**, boosting bottom-line profitability.
- Introduced email marketing campaigns using Mailchimp, **increasing open and conversion rates over previous sporadic email blasts.**
- Administered all business marketing operations and advertisement campaigns (promoting products, services, and events), **achieving the highest return on investment (ROI).**
- Guided team members on the content-sharing schedule across all social media accounts, **increasing the follower count 50% to 20K followers.**
- Oversaw the production of engaging podcast episodes for the Raising Free People Network, **growing the podcast to 600K+ downloads.**

LendingPoint, LLC, Kennesaw, GA

2016 – 2018

Senior Sales Marketing Representative

- Produced increased monthly sales and contributed to the organization's growth as a part of the sales team, focusing on conversion rates with a post-click marketing platform, **boosting on-page conversions.**
- Coordinated with the client services team and assisted customers in making financial decisions, **supporting the achievement of financial goals with loans of up to \$25K.**
- Developed innovative systems for generating sales leads implemented across the organization, **improving sales performance 50%.**
- Analyzed sales/metrics data to evolve the sales strategy, **generating \$1M+ in monthly sales.**
- Generated new business via outbound marketing calls, **conducting 120+ daily phone calls to clients while maintaining a 97% satisfaction rating over 22 months.**

EDUCATION

Austin Peay State University, Clarksville, Tn.

Bachelor of Business Administration in Marketing, Minor in Communications.

Certifications or Additional Education: Cisco Certified Network Associate (CCNA); Certified SAFe 6 Product Owner/Product Manager, Scale Agile Inc.; Lean Six Sigma Yellow Belt Certification; CompTIA Security+ (In Progress); Red Hat Linux Certified System Administrator (In Progress)

TECHNOLOGIES & TECHNICAL SKILLS

Jira, Salesforce, Visio, Draw.io, Confluence, Monday.com, Adobe Analytics, Network Fundamentals, IP Connectivity, Security Fundamentals, Automation and Programmability, Network Access, IP Services, ServiceNow, Subnetting, Switches, Routers, LANs, WANs, IP Routing, OSI Model, TCP/IP, IPv4, IPv6, OSPF, BGP, EIGRP, Wireshark, Packet Tracer, Home Network Lab, Python, Active Directory

COMMUNITY ENGAGEMENT

Program Assistant, Child Youth & School Services for the U.S Army, Department of Defense (DOD) (2013 – 2016);
Specialist Intern, Fort Campbell Military Base (2015)