

NICOLA LEWIS

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Professional Summary

Results-driven IT professional with 5+ years of experience in IT, networking, and business operations. Skilled in IT security, web development, and process improvement, with a strong focus on using technology to enhance client experience, support delivery, and business outcomes.

Professional Experience

ZM Network Limited | San Juan

Editor / Digital Content Creator | 05/2025 - Present

- Create ads, promotional videos, and features for a variety of TV shows
- Design show backdrops to help establish the overall visual and emotional tone
- Source music and edit video packages to enhance storytelling and maintain branding consistency
- Edit the evening news, and business news broadcasts
- Collaborate with clients and producers to ensure all content matches the intended vibe of each show.
- Create scripts for ads and features to achieve promotional goals
- Designed logos and branding elements for new and existing shows

iQor | Wallerfield

Customer Service Representative | 02/2025 - 05/2025

- Delivered excellent customer service support via phone and digital platforms.
- Consistently received high performance ratings based on client satisfaction metrics.
- Recognized for having the best average customer service ratings among team members.
- Handled inquiries, complaints, and support requests efficiently and professionally.
- Utilized CRM to maintain detailed records of customer interactions and followed up as needed to ensure resolution.

Any Connect Ltd | Marabella**IT and Business Development Officer | 06/2022 – 02/2025**

- Utilized HTML, CSS, JavaScript, PHP and WordPress to create and manage websites, including Qainty.com
- Developed and implemented strategic plans to enhance business growth and client engagement.
- Procured hardware and software products, ensuring optimal solutions for client needs.
- Conducted site visits for tenders and drafted detailed RFPs aligned with client needs.
- Handled invoices and quotations, maintaining accurate records and ensuring timely processing.
- Developed and maintained relationships with existing and new clients to drive business expansion.
- Collaborated with cross-functional teams to improve operational efficiency and service offerings.
- Managed and maintained an organized CRM database to track client interactions and business leads.
- Assisted with proposal writing, contract negotiations, and presentation development for prospective clients.
- Prepared training documentation and conducted onboarding and training sessions for local and international clients on VPN networks.
- Troubleshoot VPN connection issues for clients.
- Coordinated with sellers and helped clients implement endpoint security on their network.
- Assisted in maintaining CCTV surveillance systems for clients.

ChrisDev | Remote**Web Developer | 05/2022 - 12/2022**

- Assisted in developing and maintaining responsive websites using HTML, CSS, SCSS, JavaScript, JSON, and Eleventy for static sites.
- Worked closely with senior developers to troubleshoot and optimize website performance.
- Proofread and edit blog posts for websites.

Sangre Grande Secondary School | Sangre Grande
Administrative Assistant | 09/2019 - 05/2022

- Acted as the primary point of contact for staff, students, and visitors, ensuring a professional and welcoming environment.
- Provided high-level administrative support by managing records, processing correspondence, and maintaining schedules.
- Designed and implemented a digital marksheet database and automated report card distribution system using Adobe Acrobat, improving efficiency and accuracy.
- Coordinated with the school administration and the Ministry of Education to prepare, review, and submit official reports.

Technical & Administrative Skills

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| • Customer service excellence | • Website development and design |
| • Microsoft Office Suite proficiency | • HTML, CSS, and SCSS proficiency |
| • Data management and entry | • JavaScript and JSON |
| • Client relationship management | • PHP and WordPress development |
| • Business process optimization strategies | • Eleventy framework knowledge |
| • Digital documentation expertise | • Canva & Adobe Creative Suite design |
| • Email and calendar management | • FortiGate network administration |
| • Virtual meeting coordination | • Blog editing and writing proficiency |
| | • Proofreading and editing expertise |

Education & Certifications

College of Science, Technology & Applied Arts of Trinidad and Tobago (COSTAATT)

Associate of Applied Science in Information Technology | Graduated top of Class with Highest GPA
11/2023

- Gained a strong foundation in network administration, web development, and database management.
- Developed a passion for leveraging technology to streamline administrative and operational workflows.

Fortinet Network Security Academy

Fortinet Certified Professional (FCP) - Administrator | In Progress

Bishop Anstey & Trinity College East Sixth Form | Trincity

Caribbean Advanced Proficiency Examinations (CAPE) | A'Levels | 07/2017

Bishop Anstey High School East | Trincity

Caribbean Secondary Education Certificate (CSEC) | O'Levels | 06/2015

Notable projects

- Contributed to the front-end development of high-profile projects, including:
 - [Ministry of Foreign and CARICOM Affairs of Trinidad & Tobago](#)
 - [Universal Movement Reconstruction of Black Identity\(UMROBI\)](#)
 - [Good Shepherd Anglican Church TT](#)
 - [Qainty Virtual Assistant](#)