CONTACT

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EDUCATION

Bachelor of Science in Computer Science, Minor: Computer Information Systems
New Jersey City University

EXPERIENCE

COMPUTER BASICS INSTRUCTOR;
*Hudson County Community College {September 2025-**Present**}*
- Instruct part-time non-credit computer courses designed to help adult learners enhance technical skills, advance career development, and pursue personal enrichment.

LEAD INFORMATION TECHNOLOGY TECHNICIAN;
*Arkadia Analytics LLC. {December 2024-**Present**}*
- Lead client-facing IT infrastructure projects, overseeing device imaging, endpoint deployment, and network hardware configuration as part of digital transformation initiatives.
- Develop technical documentation and enforce operational protocols for consistent service delivery.
- Supervise and train a team of 3 technicians delivering IT infrastructure and web-based projects.

INFORMATION TECHNOLOGY TECHNICIAN;
*Liberty Science Center {June 2024-**Present**}*
- Deliver Tier 1–2 technical support across Windows, macOS, and live AV systems, ensuring 99% SLA compliance and seamless user experience.
- Diagnose and resolve hardware/software incidents, manage Active Directory user provisioning, and maintain POS/ticketing workflows using ITIL-aligned incident management systems.
- Develop and maintain SOPs and training materials; facilitate cross-department onboarding sessions to improve system literacy and adherence to IT protocols.
- Collaborate with external vendors to deliver system upgrades and cross-department projects.

SENIOR MEMBERSHIP AMBASSADOR;
Liberty Science Center {2022-2024}
- **Data Management & Analytics:** Oversaw Tessitura database; monitored performance metrics.
- Improved membership systems; ran reports and improved data processes via Monday.com.

ADMINISTRATIVE ASSISTANT;
Liberty Science Center {2019-2020}
- **Process Management:** Supervised volunteer administration, onboarding, & timesheets.

ENTERPRISE PROJECT OFFICE TECHNOLOGY INTERN;
Bank of New York Mellon {2017-2018}
- Supported project management dashboards and internal tools during corporate systems migration.
- Developed Excel-based reporting tools using Power Query, VLOOKUP, and conditional logic.

TECHNICAL EXPERTISE

- Network troubleshooting (TCP/IP, VLANs), Experience with Technology Inventory Management.
- **Microsoft 365/Azure**, Google Workspace, **Active Directory** user creation & management
- IT helpdesk operations, escalation management, remote teamwork, ticketing systems
- Supervisory Experience: Led I.T technicians, cross-trained staff, created SOPs.

ACCOLADES & CERTIFICATIONS

- LinkedIn & Kantola Certifications; Details available at navinshievdayal.com/certifications
- **2023 Keynote Speaker**, James J. Ferris Highschool Graduation

PUBLICATIONS

- **BEYOND TRUTH**; ISBN-13: 979-8653324956 | ASIN: B08BDYYQ5P