

Daniel L. Palmisano



322 W College Ave
Milwaukee, WI 53207
E-mail: dan@dpalmi.com
Mobile: (414) 745-3794
Home: (414) 570-9577

Certifications

A+ Certification
Microsoft MCSE Exam 70-058: Networking Essentials

Professional Employment

JOHNSON CONTROLS INC – Milwaukee, WI
Senior Systems Engineer, September 2014 to Present

SEDA NORTH AMERICA (Extension Inc) – Mount Pleasant, WI
IT Manager, November 2013 to September 2014

SC JOHNSON (New Resources Consulting) – Racine, WI
Global Desktop Engineer, March 2011 to November 2013

NORTHWESTERN MUTUAL (Adecco) – Franklin, WI
Field Support Specialist, September 2008 to March 2011

SC JOHNSON (Alta Resources) – Racine, WI
Systems Administrator, June 2007 to September 2008

SC JOHNSON (Lekha Inc) – Racine, WI
Global Desktop Engineer, January 2007 to June 2007

JOHNSON DIVERSEY (Genesis10) – Racine, WI
Global Desktop Engineer, October 2002 to January 2007

DUNN'S COMPUTER CENTER – Milwaukee, WI
Store Manager, June 2002 to October 2002

JOHNSON DIVERSEY (Genesis10) – Racine, WI
Win 2K Deployment Specialist, March 2002 to June 2002

GOLDEN BOOKS FAMILY ENTERTAINMENT – Racine, WI
Systems Support Analyst, June 1999 to March 2002

DUNN'S COMPUTER CENTER – Milwaukee, WI
Store Manager, December 1994 to June 1999

BROOKFIELD COMPUTERS – Milwaukee, WI
Store Manager, 1993 to 1994

Education

MILWAUKEE SCHOOL OF ENGINEERING – Milwaukee, WI
1990 to 1992

HOMESTEAD HIGH SCHOOL – Mequon, WI
1986 to 1990

Professional Experience

- 6+ years leadership in a high technology environment
- 20+ years strong interpersonal/people skills
- Exceptional problem solving skills
- Superior time/task management/organizational skills
- Excellent oral/written skills
- End user/personnel training/support
- Personnel/resource scheduling/management
- Global image/standards creation/deployment/management
- Inventory/asset control/management
- Administration of user/group accounts/policies
- Software package creation/deployment/management
- Patch/virus/firewall/security management
- Technical documentation creation/management

Needs analysis, architecture, engineering, installation, management, optimization, testing and troubleshooting of various types/brands of:

Hardware

- IBM Compatible PCs, Clients, Workstations, File/Print Servers
- Apple iPhone, Android, Tablets, PDA, Blackberry
- Motherboards, Memory, CPUs, Video Cards, IO Boards, Hard Drives, CD-Roms, DVD, Wireless, UPSs, Modems, Internet/Intranet/Extranet Connectivity, SATA, IDE, SCSI, MFM, RLL, Fat, Fat32, NTFS, HPFS, Printers, Scanners, Tape Drives, Raid, Fault-Tolerance

Networking

- Ethernet (10Base-T, 10Base-2, 10Base-5), Fiber, Token Ring, ISDN, X.25, Frame Relay, ATM, ARCnet, Wireless
- TCP/IP, IPX/SPX, NetBEUI/NetBIOS, NWLink, DLC, DNS, DHCP, WINS, Hubs, Network Adapters, Routers, Bridges, Switches, WAP, File Servers, NAS, SAN, Mail Servers, Print Servers, Domain Controllers, PBXs, Gateways, Cabling

Operating Systems

- MS DOS, Microsoft Windows 9x/NT/2000/ME/XP/Vista/7/8, Microsoft Server NT/2000/2003/2008 R2, Novell Netware, IBM OS/2, AS-400, Cisco IOS

Software

- Many different user applications including Microsoft Office Suite 2003/2007/2010/2013/Office 365, Visio, ACT, Goldmine, Maximizer, PC Anywhere, Quicken, Quick Books, Lotus 1-2-3, WordPerfect for DOS 5.1
- MS SCCM 2007/2012, Active Directory, WSUS, GPO, Symantec ePo, VBScript, Powershell, AutoIT, VMware, McAfee ePO, Novell ZENworks and ConsoleOne
- Internet Explorer, Netscape Communicator, Chrome, Firefox, HTML, Microsoft SharePoint 2010, FrontPage, Microsoft Outlook, Lotus Notes, POP, VPN, Telnet, FTP, Usenet, RDP, e-mail clients/servers, Adobe, Firewall, Symantec Ghost

Academic Honors

Technologist Student of the Year – Allied Arts Award