

# Daniel L. Palmisano



A+® Certified

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## Certifications

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

## Professional Employment

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

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**

JOHNSONDIVERSEY (Genesis10) – Racine, WI  
**Global Desktop Engineer, October 2002 to January 2007**

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

JOHNSONDIVERSEY (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

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MILWAUKEE SCHOOL OF ENGINEERING – Milwaukee, WI  
**1990 to 1992**

HOMESTEAD HIGH SCHOOL – Mequon, WI  
**1986 to 1990**

## Academic Honors

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**Technologist Student of the Year – Allied Arts Award**

## Professional Experience

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- 5+ years leadership in a high technology environment
- 14+ 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, AS-400, PDA, Blackberry, iPhone, Android
- Motherboards, Memory, CPUs, Video Cards, IO Boards, Hard Drives, CD-Roms, DVD, Wireless, UPSs, Modems, Internet/Intranet/Extranet Connectivity, IDE, SCSI, MFM, RLL, Fat, Fat32, NTFS, HPFS, Printers, Scanners, Tape Drives, Fault-Tolerance, Domain Controllers

### Networking

- Ethernet (10Base-T, 10Base-2, 10Base-5), Token Ring, ISDN, X.25, Frame Relay, ATM, ARCnet, Wireless
- IPX/SPX, TCP/IP, NetBEUI/NetBIOS, NWLink, DLC, DNS, DHCP, WINS, FTP, RDP, WSUS, Group Policy, Active Directory, McAfee ePO, Novell ZENworks and ConsoleOne
- Hubs, Network Adapters, Routers, Bridges, Switches, File Servers, Mail Servers, Print Servers, Gateways, Cabling

### Operating Systems

- MS DOS, Microsoft Windows 9x/NT/2000/ME/XP/Vista/7, Microsoft Server NT/2000/2003, Novell Netware, IBM OS/2

### Software

- Many different user applications including Microsoft Office Suite, Visio, ACT, Goldmine, Maximizer, PC Anywhere, Quicken, Quick Books, Lotus 1-2-3, WordPerfect for DOS 5.1
- Internet Explorer, Netscape Communicator, Firefox, HTML, Microsoft Sharepoint, FrontPage, Microsoft Outlook, Lotus Notes, POP, VPN, Telnet, FTP, Usenet, e-mail clients/servers, Adobe, Virus and Firewall protection, Norton Symantec Ghost

## References

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**Available upon request.**