**Daniel Pierluissi, B.S. in Information Technology**

**5414 N. Albina #316,**

**Portland, OR 97217**

**Cell # 971-303-3309 Email:** [**Powerpuppethead@gmail.com**](mailto:Powerpuppethead@gmail.com)

**Education:**

**Bachelor of Science in Information Technology (with a concentration in Networking and Telecommunications) – University of Phoenix** (10-31-2011)

**Associate of Arts – El Paso Community College** (5-15-2009)

**Completed all courses and labs for CCNA– Cisco Networking Academy** (2014)

**Studied Music Composition at the University of Texas at El Paso** (2008)

**High School Diploma – Franklin High School** (2000)

**Experience in IT:**

**Workmarket for Hospitality WiFi at Best Western in Portland** (7-2018)

**Repositioned Cisco Wireless router a top acoustic ceiling tiles with 8 ft ladder. Troubleshot wireless router connectivity from Main Distribution Frame (MDF) throughout the hotel rooms using AirMagnet wireless monitoring software to create a heat mapping report of signal strength and speed.**

**Work Market for ASML in Hillsboro** (5-2018)

**Removed and reinstalled a Cisco Enterprise Switch at the Main Distribution Frame (MDF), troubleshot connectivity to Independent Distribution Frame (IDF).**

**TEK Systems Contracts for Hewlett-Packard** (11-2016/ 2018)

**Set up midsized computer networks including dymos and did point of sale refreshes and deployments for a variety of vendors including: Yard House, Red Lobster, and multiple Adessa Car Auction sites throughout Oregon. For Red Lobster I ran cable pulls and connected VOIP telephones to give access to the Point of Sale computer to give it access to the 802.11 network.**

**Intel Hawthorne Farms Security Command Center Contract for Securitas** (2-2017/ 3-2018)

**Monitor alarm systems including: Vesda, chillers, temperature, access controls, CCTV, and Fireworks. Preform data entry and SharePoint document creation.**

**Strikeforce Contract for Portland Public Schools at BESC** (8-2016/ 9-2016)

**Prepared school computers and phones for the start of school. Network Support / Troubleshooting (including troubleshooting cables w/ cable tester), Switching Troubleshooting / Setup, Hardware Deployments, Software Updates, VoIP Troubleshooting and Setup.**

**Technical Support for AT&T at West Corp.** (10-2012/ 4-2013)

**Smartphone Tech Support, Cellular Network Troubleshooting, Client Data Entry, updated Databases, made Sales, won awards with bonuses for highest survey score in my team, resolved Customer Service and Billing Issues. I utilized Citrix virtualization to access remote client devices for technical support.**

**4 Semesters Tutoring in Cisco Networking Lab at El Paso Community College** (2012-2014)

**Resolved hands on network topology issues, helped students resolve Cisco IOS configuration issues, aided in completion of Packet Tracer assignments, and answered questions on networking fundamentals. Terminated CAT5 straight-thru and crossover (also console) cables to RJ-45 jacks. Connected, and trouble shot CAT5 cables with tester.**

**First Delivery Service Manager at the Pizza Joint** (2013-2015)

**Managed the Transition from dine-in only to full delivery service. Established over the phone Point of Sale services for credit card billing and Geographic Information processes for delivery. Completed successful migration to leading locally owned pizza and beer delivery service in the college area up to the opening of the second location. Set up Traditional Credit Card Terminal, trained cashiers to use credit card machine. Wrote instructions on the wall that obviated the delivery ordering process. Negotiated a pizza reselling contract with a local hookah bar. I planned events did: live sound, staging, booked bands, and promoted open mike events weekly.**

**Apprenticed in Windows Server and Network Design** (2012-2013)

**Studied Windows Server for Administration w/ Active Directory under Daniel Gaytan (systems engineer at El Paso Community College, and owner of webhosting business Gaytannet.com)Apprenticed under Daniel Gaytan who is the system admin for El Paso Community college as well as hosts other websites.**

**Content Manager on Gaytannet.com** (2009-2011)

**Updated and edited content in html on hosted webpages.**

**Made sure displayed images and formatting were ideal.**

**Maintained Setup and Upgraded Home Cisco Networking Lab** (since 2000)

**Networked a Cisco switch and router from an RJ-45 connector to a laptop for advanced Access List and OSPF topologies not supported by Packet Tracer.**

**Setup, maintained, and upgraded my dad’s small office network and devices.**

**Performed Complete Laptop Disassembly and Reassembly**

**Computer repair enthusiast previously performed hard drive replacement, OS reimaging, and many other upgrades to hardware/ software.**

**Experienced at setting up workgroups and users in multiple versions of Windows /Windows Server.**

**Provided Technical Support to friends and family since middle school**

**Availability:**

**I have reliable transportation and have passed an FBI background check as I am a licensed security guard in the state of Oregon. I am available for: Full Time, Part Time, Temporary, and can start immediately.**

**Reference:**

**Daniel Gaytan - Systems Administrator at El Paso Community College, and owner of webhosting business Gaytannet.com (915)-309-9595**

**Daniel Farmer – Lead Project Manager at Hospitality Wifi dfarmer@hospitalitywifi.com 419-879-3152**

**Rey Abejar - Service Desk 1 Portland Public Schools (714) 604-6387**

**Samantha Luber - Software Development Engineer at Microsoft Redmond, WA (425) 705-3280x53280** [**samil@microsoft.com**](mailto:samil@microsoft.com)

**Jared Blecker – Lead Tech for Hewlett-Packard Northwest Region (206)327-5636** [**jared.blecker@hp.com**](mailto:jared.blecker@hp.com)