

Daniel Santiago

Information Technology Leader

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Forward-thinking IT professional with over 20 years of experience in Information Technology, Politics, Committees, and Business. Skilled in driving innovation, fostering teamwork, and inspiring passion for technology. Adept at public speaking, maintaining rapport with individuals, and staying up-to-date with industry trends. Proven leader with expertise in IT operations management, politics, and public speaking.

Work History

2014 - Current

Systems Administrator - *City Of Lewiston, Lewiston, Idaho*

As a Systems Administrator, I spearheaded the deployment, optimization, and support for diverse IT infrastructure, while delivering exceptional end-user experiences. My role encompassed data management, system upgrades, comprehensive user training, software integration, and pioneering digital solutions. Moreover, I sustained an extensive array of devices, tackled intricate IT challenges, and proposed strategic enhancements to the technology framework. My expertise also extended to network fortification, cloud-based solutions, and cybersecurity strategy development, along with vigilant security threat monitoring and insightful analysis.

2006 - 2022

IT Consultant - *Finally Good IT, LLC, Lewiston, Idaho*

As an IT Consultant, I excelled in crafting strategic service level agreements to streamline IT operations and help desk functions. I maintained open communication with clients, gathering valuable feedback, and promptly addressing concerns to ensure project success. My expertise encompassed the implementation and management of cutting-edge operating systems, software, security measures, and intrusion detection systems. I took the lead in executing seamless large-scale software deployments and creating tailored software solutions to cater to client-specific needs.

2008 - 2013

Information Technology Specialist - *Ida Vend Broadcasting, Lewiston, Idaho*

As a Marketing Consultant at Ida Vend Broadcasting, I excelled in fostering client relationships and expanding our customer base. My role encompassed in-depth industry research, crafting compelling commercial content, and devising innovative marketing approaches. I was instrumental in formulating targeted promotional strategies to elevate client success.

Subsequently, as an Information Technology Specialist for Ida Vend Broadcasting, I thrived in managing, maintaining, and supporting a diverse range of technology assets. My accomplishments include designing and implementing a seamless private wireless network that connected all sites, providing comprehensive end-user education, and ensuring reliable technology support across multiple locations spanning five cities.

Education

2004 - 2006

Bachelor's Degree: Information Systems Analysis

Lewis Clark State College - Lewiston Idaho

Completed two years of my education

References

Clinton Daniel	Regional Director, Congressional Office of Rep. Fulcher	Project Partner	208-816-3833
Dustin Spooner	Information Technology Director, City of Lewiston	Supervisor	208-792-7022
Daniel Johnson	Mayor, City of Lewiston	Professional	208-816-1164
Dan Moore	Owner, Big Dan's Nutrition	Project Partner	208-816-8396
James Col	Owner, Cole Enterprises	Project Partner	208-305-5963
Kesley Kunkel	Owner, Clydesdale Enterprises	Project Partner	208-315-1437