

# Portfolio of

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# Daniel Santiago

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|-------------------------------------------------------|-----------|
| <b>Executive Summary</b>                              | <b>1</b>  |
| <b>Resume</b>                                         | <b>2</b>  |
| <b>Personal History</b>                               | <b>3</b>  |
| <b>Leadership Philosophy</b>                          | <b>7</b>  |
| <b>Diversity &amp; Inclusivity Through Technology</b> | <b>10</b> |
| <b>Letters of Reference</b>                           | <b>13</b> |

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## Executive Summary

Embarking on a journey shaped by early inspirations in technology, my career is a testament to the transformative power of IT. From the comforting glow of a computer screen to the dynamic arenas of corporate boardrooms, my mission has been to demystify technology for all. My pursuit? To transform tech apprehension into empowerment, making IT a beacon of confidence and innovation. This journey is more than a career; it's a commitment to elevate IT's role, aligning it with strategic business objectives and personal growth. In every role, from mentor to strategist, my goal remains unwavering: to harness technology's potential to enrich lives and propel organizations forward. My portfolio is a narrative not just of skills and achievements, but of a relentless quest to pioneer an IT ethos where technology serves people, fostering growth, efficiency, and a sense of wonder in the digital frontier.

# Daniel Santiago

## Information Technology Leader

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**Website:** <https://danny.santiago.house>

**LinkedIn** in/danny-santiago-93b9881

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

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**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

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**2004 - 2006**

**Bachelor's Degree: Information Systems Analysis**

*Lewis Clark State College - Lewiston Idaho*

Completed two years of my education

### References

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|                |                                                         |                 |              |
|----------------|---------------------------------------------------------|-----------------|--------------|
| 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 |

# Personal History

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Daniel Santiago

# Personal History

I am Daniel Santiago, a 38-year-old Idaho native with a rich family life. Growing up as the youngest of three boys in a large, widespread family, I cherished the bonds we formed across the states, from Florida to Spokane, with many of us rooted in Idaho. My life is further enriched by my two wonderful daughters, aged 19 and 10, and my stepson, aged 20. My wife also brings joy with her two daughters, aged 14 and 8. Beyond my deep connection to technology, I find peace in Idaho's woods, a place that holds my most treasured childhood memories, especially in Dixie, Idaho.

During my teenage years, I was actively involved in the Young Marines, where I learned the essence of leadership, teamwork, and discipline. My natural leadership skills and problem-solving abilities were recognized with rapid promotions.

Post-high school, I pursued an Information System Analysis degree at Lewis Clark State College. Concurrently, I worked in the security industry and dedicated time to my church, where I helped develop their Radio and Over Air Television stations. This experience honed my communication skills, especially in bridging generational technology gaps, and steered my focus towards educational support in technology. My goal has always been to foster excitement and ease in adopting new technologies.

My journey in education and work has been both unique and self-directed. Although life circumstances required me to enter the workforce before completing formal education, my commitment to learning never wavered. I engaged in various after-hours training programs, including Fred Pryor seminars, New Horizons, Dell Academy, StormWind, Udemy, and Master Class, to name a few.

My involvement in local and state politics since 2008 ignited my passion for communication and highlighted a need for technical expertise. My technical acumen filled a significant gap, leading to impactful contributions, presentations, and speaking engagements on technical matters to state bodies and boards. I even carved out a role as a technical advisor with executive voting rights in the local Central Committee. This experience reinforced the importance of being able to articulate complex technical issues to a broader audience.

Furthering my career, I joined a local Radio Station managing nine stations across five cities. My proactive approach and ability to foresee and meet my superior's needs were instrumental in my success. Over five years, we streamlined the technical team while maintaining high standards of performance. Working under pressure with tight deadlines and diverse personalities taught me the importance of understanding each role within the organization. This understanding was crucial in identifying and resolving issues efficiently, recognizing that a minor hiccup could have far-reaching consequences. Through this, I learned the importance of comprehensive IT knowledge, not only in understanding technical issues but also in grasping their impact on the overall workflow and operations.

# Personal History

As I navigated the phases of my life, the birth of my youngest child marked a pivotal transition from technical roles to sales. This shift not only afforded me the flexibility to balance work and family life, but also opened doors to financial opportunities and allowed me to delve into the creative aspects of my career. I found myself drawn to the art of marketing and advertising, where I applied my insights into psychology to create compelling campaigns.

Despite a flourishing career in sales, my heart remained in IT, leading me to positions at Avista Utilities and Dell Computers. At Avista, I gained specialized training in federal IT regulations and assumed the responsibility of being the sole technical support for a vast region covering three states. My time at Dell was equally enriching. Here, I worked at Saint Joseph Regional Hospital, spearheading the transition of patient room technology. This role demanded a blend of technical acumen and the ability to work seamlessly with a team of four, rotating through various duties including help desk support.

My experiences at Dell and Avista honed my skills in working under pressure and adapting to diverse professional environments. They taught me the importance of understanding each user's unique role, allowing me to anticipate and address their specific IT needs effectively.

Joining the City of Lewiston, I was confronted with a challenging IT environment. The systems were outdated, with failing backups and a lack of integration. It was a demanding period, but through long days and nights, I was able to rebuild and modernize the infrastructure. My efforts led to significant improvements, including a reduced technical footprint and a more centralized and integrated approach to our operations. We also shifted towards SaaS solutions, balancing capital and operational expenses more effectively.

During this period of stabilizing the IT environment, I was entrusted with the role of Security Advisor, addressing concerns about data security and potential breaches. I developed and implemented a comprehensive, layered security strategy that enhanced our protective measures while maintaining organizational flexibility. This role also involved preparing presentations for directors and securing funding for the security plan.

My involvement in several security conferences across the state expanded my knowledge and skills, soon leading me to share my practical insights with industry leaders. This experience not only affirmed my technical expertise but also showcased my ability to communicate complex IT concepts effectively to a diverse audience.

My collaboration with AlienVault, a Texas-based Security Event and Information Management platform, led to the development of innovative VPN monitoring solutions with behavioral analytics, enhancing protection and alert mechanisms. Recognized for my field expertise, AlienVault invited me to share my experiences and proposed solutions at their annual kick-off meeting. My contributions were significant, with my suggestions being integrated into their platform over four years, culminating in the at&t acquisition.

# Personal History

My influence in the IT community extends beyond my direct work. I've mentored and consulted colleagues who have advanced to significant roles within their companies, often seeking my guidance on security, resource management, budgeting, and presentation strategies. My expertise has been sought by neighboring counties for training and developing their IT staff. Notably, in 2018, I played a pivotal role in the technical overhaul at the Nez Perce County Airport during crucial administrative transitions, affirming my position as a driving force in IT leadership within the community.

In 2017, I refocused my company to handle various clients and consulting projects, and in 2019, I established a second company to provide internet services to the Lewiston and Genesee communities. This venture was successfully sold in 2021 to a partner provider, yielding a significant return for investors. The transition of my original company to new ownership over the past year has redirected my focus back to my career. Balancing this business, which grew from a hobby to a demanding enterprise, with my personal life goals led to a strategic decision in 2020 to prioritize my professional pursuits.

My career is characterized by a unique ability to adapt to various industries, offering technical problem-solving skills to my clients. I excel in environments that demand technical oversight and bridging the gap between leadership and technical teams. My track record demonstrates a proficiency in public speaking, engaging with diverse groups, understanding complex security needs, and efficiently managing resources and budgets.

# Leadership Philosophy

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# My Philosophy on Leadership

My journey into Information Technology was inspired by my mother, a computer technician during my childhood. This early exposure, coupled with a natural aptitude in the field, led me to refine my skills through college and practical experience. Volunteering at my church, I developed a knack for explaining complex technological concepts to those unfamiliar with computers.

Over twenty years, I've worked across various industries, continuously learning and gaining insights. My philosophy in IT leadership is grounded in several principles:

**Act like a Hero:** We simplify and solve, easing stress with confidence.

**Team Fit is Key:** Team fit matters as much as technical skill.

**Customer Focus:** Align with customer priorities for shared success.

**Clear Direction:** Align individual and team goals to avoid counterproductive efforts.

**Comprehensive IT Solutions:** We integrate IT solutions across divisions, boosting efficiency.

**Growth and Accountability:** We grow by nurturing and accountability, learning from every mistake.

**Coaching and Mentorship:** I'm committed to guiding IT professionals in their career growth.

**The Measure of Success:** When we excel in these areas, our customers will show it. Their sense of relief upon seeing us will verge on excitement, signaling the effectiveness of our approach and the trust we've built.

True leadership extends beyond IT; it's about balancing technical skills with the ability to effectively communicate and think strategically. It involves working closely with stakeholders to align their needs and desires with what technology can realistically deliver. Throughout my career, I've found that impactful achievements stem from a team that's not only technically proficient but also deeply aligned with the broader mission of the organization.

In my IT leadership philosophy, the 'hero' role we play applies from the boardroom to the office. Whether addressing executives or aiding a colleague, our presence should instill confidence and support. In every interaction, it's our duty to provide clarity and reassurance. This approach of instilling confidence transcends all levels of interaction, ensuring that our expertise in IT is a source of strength and reliability for the entire organization.

Vision clarity is fundamental, both for teams and individuals. Harmonizing personal ambitions with professional objectives is key to creating a productive environment. In modern business, the IT department's role is critical. It uniquely bridges and enhances operational efficiency by streamlining solutions across various divisions.

Caring for the team extends beyond work-related concerns, focusing also on personal and professional growth. Ensuring that everyone is aligned with the department's mission and goals, while holding them accountable, fosters a culture of continuous improvement and recognition of each individual's value.

# My Philosophy on Leadership

My IT career has been greatly enhanced by mentoring newcomers and guiding peers. The key to leadership success lies in merging deep technical expertise with clear communication to stakeholders. My experiences, ranging from conference speaking to leading teams and managing client relationships, have solidified my belief: extraordinary achievements stem from teams that are well-aligned and united in pursuit of a common mission.

“Our best today is the foundation for doing even better tomorrow.”

Danny Santiago

# Diversity & Inclusivity Through Technology

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## Introduction

Since I was young, the universes of Star Trek and Doctor Who have always captivated me. They showcased a world where diversity is not just accepted but celebrated. The differences in team members brought unique solutions to the problems they faced and always made them stronger. This concept reflects the universal nature of technology. An iPhone or TV remote works regardless of whomever is using it without discrimination. This idea of technology providing a resource without bias has framed my thinking for the entirety of my life.

## Personal Background and Perspective on Diversity

Growing up in Idaho, not many would imagine it being a place to foster a strong affinity for diversity but that couldn't be farther from the truth. In my youth I trained in the Young Marines and learned early on that a strong team is built off of the diversity of its members.

An entire team with matching compliments provides nothing more than a multiplier of existing traits. To have an effective team, you have to diversify. During encampments and trips in the mountains of Idaho or along the political campaigns diversity has always been celebrated. We do not need 10 people who can do what you can do. We need people who can do the things we cannot do in order to make us stronger.

## Personal Background and Perspective on Equity

Growing up as the youngest brother in a single-parent household, I experienced first hand the challenges from a lack of equity. To me, equity signifies fairness and equality across all aspects of life, from opportunities to treatment. Navigating through childhood and adolescence, I often encountered disparities, whether it was adapting to hand-me-downs or confronting preconceived notions from educators familiar with my older brother's reputation or the struggles from a single-parent home.

Such experiences ingrained in me a philosophy pivotal for navigating life's uneven terrain: "If someone says something bad about you, live your life so no one believes them." This mantra has fortified my resilience as I moved through life. Observing peers benefit from resources and support systems that were inaccessible to me. Establishing a strong network of relationships that have helped overcome many of the setbacks and barriers from adolescents and early careers.

I hope through technology that I can bring equality to the lives of everyone. Technology can bridge the gaps of time and space, giving everyone access to what they lack when they need it. Whether at a disadvantage from natural circumstances or prejudice, through access to technology we can overcome hardship and reach the stars. "Ad Astra Per Aspera"

## Personal Background and Perspective on Inclusion

Inclusion, for me, is the natural extension of my views on diversity and equity. The desire for inclusion has shaped my life and interests. I see a culture of differences as the bedrock of strength and unity and the very foundations of the American Society I love. No matter how different someone may seem there is always room for common ground. "A broken clock is right twice a day." There is never nothing we cannot find commonality over. My engagement in politics has honed my ability to navigate diverse viewpoints for finding that common ground.

Technology typically has become that common ground. Most people are more upset by losing their phone than their wallet. Just as technology seamlessly integrates diverse systems and platforms, we too must weave together the unique threads of individual experiences into the tapestry of our lives. Technology is changing everyday and adapting to those changes and embracing them is a big part of who I am. Technology has a universal nature to it.

## Summary

Diversity is to be celebrated as the pinnacle of strength and inclusion. I believe in leveraging technology to unify, empower, and uplift every individual, regardless of their background or circumstances. Innovation and growth in technology are driven by DEI. Technology has the power to unite and elevate us all, transcending boundaries. My experiences have shown me that technology is a universal language, welcoming all. Throughout my life, technology has consistently offered a welcoming embrace, affirming that the digital universe has space for everyone, regardless of their journey or identity. This resonates deeply within me, both personally and professionally, serving as a beacon for navigating the evolving landscape of technology.

As I look to the future, my commitment to fostering an environment where diversity is celebrated and equity and inclusion are non-negotiable remains unwavering. I will continue to harness my skills and experiences to ensure technology serves as a bridge, connecting the worlds of everyone to a place where they feel the same embrace I do. Leveraging technology as a conduit for inclusivity, ensuring it connects us in ways to celebrate our shared humanity.

# Letters of Reference

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Professional & Character

**RUSS FULCHER**

FIRST DISTRICT, IDAHO

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WASHINGTON, DC 20515

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COMMITTEE ON  
NATURAL RESOURCES

COMMITTEE ON  
EDUCATION AND LABOR

## CONGRESS OF THE UNITED STATES HOUSE OF REPRESENTATIVES

January 18, 2022

RE: Danny Santiago

To whom it may concern,

I write to offer my wholehearted recommendation for Daniel Santiago. Danny is an accomplished business owner and experienced team leader with an extensive background developing and managing budgets. Working with him over the years, he has proven not only to be a good team, but a leader. He has taken initiative via his business endeavors to come up with creative solutions to our videography, timeline and financial needs. He has provided us with extensive software tools that we still utilize.

I was raised on a dairy farm, then traveled the world as an international businessman, started a commercial real estate brokerage, and now serve as a member of the United States Congress. I've learned to recognize what it takes to be successful: Intelligence, work ethic, adaptability, and integrity. Danny shows these qualities and ultimately, he is trustworthy, talented and has a work ethic that is unparalleled.

I urge you to give Danny all due consideration in his application. If you have any questions, please don't hesitate to contact me.

Sincerely,

A handwritten signature in blue ink that reads "Russ Fulcher".

Russ Fulcher

MERIDIAN OFFICE:

33 E BROADWAY AVE, SUITE 251

MERIDIAN, ID 83642

(208) 888-3188

FAX: (208) 888-0894

LEWISTON OFFICE:

313 D STREET, SUITE 107

LEWISTON, ID 83501

(208) 743-1388

FAX: (208) 743-0247

COEUR D'ALENE OFFICE:

1250 IRONWOOD DRIVE, SUITE 241

COEUR D'ALENE, ID 83814

(208) 667-0127

FAX: (208) 667-0310

To whom it may concern:

I have known Danny Santiago For the last 8 years. During that time, Danny and I have worked together in various capacities. Danny is a very detail and process oriented when it comes to his daily tasks in my opinion. I set very high standards when it comes to dependability and reliability on the task and projects I work with Danny on, and he never fails to meet expectations.

Danny has great communication and relationships with others around him, and has no problem asking for help when needed. Danny strives to have a successful family life and often gathers Multiple points of view to help him succeed.

Please feel free to contact me if you have any questions or comments regarding my reference.

Sincerely,

Dustin L Spooner  
208-792-7022

Dear search committee,

I am writing this on behalf of my co-worker and good friend Danny Santiago. I have known Danny through my employment at the City of Lewiston Police Department and my close working relationship with him in the City IT Department since 2014.

With my current position of Police Systems Coordinator, I rely on Danny sometime daily to assist in issues from applications all the way to system administration in making sure the Police Department works seamlessly in the realm of information technology. Law Enforcement requires a high level of integrity and confidentiality in our information systems. Danny has excelled in this area of with his professionalism and keeping sensitive information confidential.

Danny's communication skills and responsiveness to issues makes him a vital member of our team. While I am excited for his future opportunities, I am not excited about losing him as a team member and resource. Our loss would be your gain.

Please contact me with any questions.

Sincerely,

Brian Birdsell

208-791-0514

Ross J. Miller  
638 Southway Ave. Apt. 10  
Lewiston, ID 83501

February 26, 2014

**Letter of Recommendation for Danny Santiago**

To whom it may concern:

It is my pleasure to write a recommendation for Danny Santiago. I have known Danny since November 2013 and during this time I have found that Danny is an exceptional individual that is very thorough with his PC technical support, works hard, and is never afraid to learn or try something new. Better still is how fast he adapts to the situations and learns from his experiences.

Danny's customer service skills are outstanding! He works with individuals and takes that extra step that leaves a smile on their faces. He not only resolves the problem, but also teaches the customer how to prevent the error or how to resolve it the next time it occurs. Danny has a very friendly presentation of himself making the individuals at ease to work with him. They recognize his commitment to accomplish the final goal of solution and appreciate him

I would encourage you to review Danny as an excellent candidate for employment. Danny will definitely add extra value to any organization he is a part of.

Sincerely,

Ross J. Miller



October 24, 2013

To Whom It May Concern:

Please accept this letter of recommendation for Daniel Santiago. I have had the pleasure of working with Mr. Santiago for five years.

Daniel Santiago joined Ida Vend Broadcasting in 2008 as our I.T. Assistant. In this role, Mr. Santiago performed routine maintenance, accomplished basic troubleshooting, and served our team as a help-desk resource.

Through the years Daniel grew from I.T. Assistant to I.T. Specialist. As I.T. Specialist, he:

- Deployed new generations of technology multiple times.
- Developed a training strategy for new team members.
- Implemented automated maintenance and backup strategies.
- Networked with other I.T. people in the community to find specialized solutions to include Virtual Servers, Instant Messaging software, troubleshooting ticket and inventory management system.
- Worked closely with our Engineer and Operations team to create custom solutions for on-the-spot broadcasting needs.
- Forecast new developments in broadcast technologies and made purchasing decisions which fulfilled the company's current needs and facilitated future growth and evolution.
- Facilitated technological transitions amongst technology-challenged team members by personally devoting additional time to give them peace of mind through changes.

Mr. Santiago has strong communication skills. He intuitively translates technical jargon into a common-person's vocabulary when needed. Daniel also stays up-to-date on the specialized knowledge-base to facilitate communication with software designers and programmers.

Mr. Santiago is a self-starter who works well both at short-term projects and long-term maintenance. He thrives in both individual and team environments.

Mr. Santiago established an outstanding rapport with team members. His ability to get work done through the time sensitive and stressful work load has been outstanding. Daniel is highly respected by the people who worked with him.

Daniel has done an excellent job and I would highly recommend him for a position with your business. Please let me know if I can provide you with any further information.

Respectfully,

*Michelle King*

Michelle King  
Director of Broadcast and Technology  
me@inlandradio.com

**Ida Vend Broadcasting - Inland Northwest Broadcasting - KRPL, Inc**

Business Office: 805 Stewart Avenue, Lewiston, ID 83501

Phone: (208) 743-1551 Fax: (208) 743-4440

To Whom it May Concern:

Daniel Santiago has worked for me as an IT Specialist for five years. While under my supervision, his responsibilities have included discovering new technologies, deploying new technologies, training, and supervising all information technology in use and deployed.

He has established an outstanding rapport with all of his coworkers and owners. His ability to get work done through the time sensitive and stressful work load has been outstanding. Daniel is highly respected by the people who worked with him. He is organized, thorough in her paperwork, and is always on time.

Daniel has done an excellent job and I would highly recommend him for a position with your business. Please let me know if I can provide you with any further information.

Respectfully,

Michelle King  
Director of Broadcast technologies and Operations  
Ida Vend Broadcasting  
805 Stewart Ave. Lewiston, ID 83501  
208-305-6183  
me@inlandradio.com

Thursday, October 17, 2013

To whom it may concern:

Danny Santiago was recently hired as a Field Operations Technician for Avista Corp. In this position he was to support all of the technology that Information Services supported in our remote facilities. This would include printers, laptops, desktops, monitors, etc.

In the short time that Danny was with us we found him to be very competent and to have good customer service skills. Additionally he was eager to learn, was punctual, and caught on quickly to our technologies, procedures, and process as related to deploying the technologies he was responsible for.

I am confident that Danny would be a good asset to a company needing someone with technical skills to support end users.

**Eric Obendrauf**

**Lead Systems Engineer - Distributed Systems**

 (509) 495-4628

 (509) 953-0230

 [Eric.Obendrauf@avistacorp.com](mailto:Eric.Obendrauf@avistacorp.com)



To whom it may concern:

I am writing to recommend Daniel Santiago. Daniel is an excellent technician.

I have a degree in computer technology and decades of experience working with electronics & computers. He is the guy I go to when dealing with tough computer / programming issues. He knows how to work by the book and when to think out of the box, to get the job done.

He is loyal team player that works well with other technology people and just as well with computer users.

Overall he is a highly qualified candidate for any position in Information Technology.

In Addition, he is a well round individual. A family man, who is involved in his local community, politics, and his children's education.

Daniel would be a tremendous asset to any organization. I do personally without reservation recommend him to any employer. If you have any questions, please do not hesitate to contact me.

John R. Daniel (USAF Retired)  
Lewiston, Idaho  
[johndaniel@cableone.net](mailto:johndaniel@cableone.net)  
208-816-2551

Chaylo Laurino  
Desktop Technical Lead  
509-366-9530

Daniel is one of the best technicians I have had the pleasure to work with. His technical skills made him a valuable asset to my team. He is a fast learner and hard worker. He is both able to follow set procedure unfailingly and able to find ways to improve them where appropriate and possible. When presented with a problem he had not yet encountered he would reach out to all available resources to ensure an effective and efficient solution. His interpersonal skills were invaluable in the environment in which we work. I would recommend him highly for any technical and/or customer service position.