



Angelo Michele Palermo Tovar

System engineering software field

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Spain

PROFESSIONAL EXPERIENCE – 17 years

- From October 2023 up to Jun 2025

UAV (remote)

System support Webmaster – Wordpress, PHP and HTML service support consulting solutions.

- ❖ Update the website.
- ❖ Operational problem analysis, troubleshooting and reporting.
- ❖ Deploy programming code operational improvement plans.
- ❖ Make support manual instructions to test many issues into the platform
- ❖ Manage the incidents reports in Notion tools.
- ❖ Web Design, multiple platforms
- ❖ Customer support.

- From October 2017 up to March 2023

Cyberpriservices LLC

Project Manager – Expert consulting for Collaboration Cisco Tools

- ❖ Manage and take decisions on day to day regular and critical Operations.
- ❖ Strategic planning for delivery service.
- ❖ Coordinate and execute changes in our organization.
- ❖ Analyse the different Mobility solutions suitable for the customer's needs.
- ❖ Management of testing functionalities of new product features.
- ❖ Made a procedure manual to update new users to the net
- ❖ Validate technical and operational solutions as support to pre-sales engineering team.
- ❖ Issue best practices and recommendations to the customers according their mobility platform and needs.
- ❖ Attend forums, technical and commercial conventions to track the progress of the vendor's products.
- ❖ update bandwidth and change media interconnection telecommunication to optic fiber.

- From April 2014 up to March 2017

PRE SALE ENG., TGS CORP – USA

Team Leader for TGS – Team leader and expert consulting for Datacenter Cisco enterprise

- ❖ Analyse the different enterprise that offer Cisco Datacenter
- ❖ Analyse the On-premise and how works UCS-B or UCS-C design

- ❖ Management of testing functionalities of new product features, interacting with others vendors
- ❖ Provide technical support as pre-sales engineer for company's IT team.
- ❖ Issue best practices and recommendations to the customers according their needs platform solutions
- ❖ Attend forums, technical and commercial conventions to track the progress of the vendor's products.
- **From January 2010 up to April 2014**

Mediterranea Food Line

General Manager – Team Lider designing procedures methods

- ❖ Design electrical network, distribution network into the place.
- ❖ Check and mantanance electrical and electronical equipment.
- ❖ Follow about mannaging personal and Schedule about part time Jobs.
- ❖ Attend forums, technical and commercial conventions to track the progress of the vendor's products.
- **From October 2006 up to April 2010**

E-POWER, IBM.

CISCO TECHNICIAN COORDINATOR – Technical Manager and Support Team Leader for LAN/WAN products.

- ❖ Mantainance and monitoring LAN WAN BCV Platform
- ❖ Management of testing functionalities of new product features.
- ❖ Provide technical support as technician engineer for company's implementation team.
- ❖ Open TAC by Cisco to get the possible solutions to the failure.
- ❖ Coordinate with IT equipment and SW development team, the needs and requirements for the implementation and deployment of a lab environment to recreate customer's issues and provide accurate feedback to customers.
- ❖ Hand on personal and Project manager issues.

Training & Certifications

- **GOOGLE**
 - January 2025: Gemini 2.5 + Google LLM**
 - December 2023: Google IA. Meta IA searching engine tools**
- **Cisco**

Jun 2021: Python course. Netacad.

Oct 2021: CCNA Cisco certified instructor. Muelles de Alejandría Academy.

Dec 2021: Devnet Cisco certified instructor. Muelles de Alejandria Academy.

- **Project Manager Program**

Dic 2018-2019 : Noguera KRB (Caracas Venezuela) **Certication course PMP.** 2018-2019.

- Jun 2016: Cibersecurity. Netacad.

Education

- **2005:** Universidad Nacional Experimental Politécnica “Antonio José de Sucre”. Vice-Rectorado “Luis Caballero Mejías”. Caracas - Venezuela
 - **System Engineer**

Technical Skills

- **Computer skills:**
 - Windows (9x, 2000, NT, XP, Vista), Linux.
 - MacOS.
 - Access, MySQL, PostgreSQL, MS SQL.
 - HTML, PHP, Apache.
 - Office 365, Microsoft Exchange.
 - Microsoft Active Directory (LDAP), Microsoft SharePoint.
 - Microsoft ADCS (Active Directory Certificate Services).
 - Microsoft Office, Microsoft Project, Microsoft Visio.
- **Telecom Skills**
 - IP Addressing, Subnetting, Conception, Design, configuration.
 - TCP/IP, Frame Relay, PPP.
 - PAN, LAN, MAN, WLAN, Voice Browser, Streaming.
 - Deployment & Maintenance
 - SS7 and SIGTRAN (SS7 over IP)
 - STP platforms, IP routers (Cisco)
 - Protocol analysers: WireShark
 - Solarwinds tools

Languages

- **Spanish: Fluent**
- **English: Medium**
- **Italian: Fluent.**
- **German Basic**