

# DANIEL MAINIERO, DBA

Dedicated candidate experienced in investigating both domestic and international terrorism cases. Over twenty years in law enforcement working with multiple agencies. Skilled in working under pressure and adapting to new situations and challenges. Motivated to learn, grow and excel.

## Skills

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Counter terrorism strategies  
Effective communication  
Organizational skills  
Expert in domestic terrorism

## Work History

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2014-01 - 2021-10

### **Detective / FBI Task Force Officer**

*Connecticut State Police, New Haven , CT*

- Connecticut Office of Counter Terrorism – Federal Bureau of Investigation (FBI) Joint Terrorism Task Force (JTTF) New Haven, CT
- Gathered evidence, made arrests, collected and shared intelligence, responded to threats and provided security for special events
- Conducted Domestic and International counter terrorism Investigations
- Respond to incidents to determine terrorism nexus
- Participate in dignitary protection
- Liaison with other agencies and departments
- Used restricted and public databases to locate relevant case data
- Used critical thinking to break down problems, evaluate solutions and make decisions
- Delivered services within specific time frames
- Carried out day-to-day duties accurately and efficiently
- Collaborated with team members to achieve target results

**2008-01 - 2014-01**

## **Resident Trooper**

*Connecticut State Police, Connecticut*

- Trooper, Mansfield Resident Trooper Office Mansfield, CT
- Enforce criminal and motor vehicle laws within Mansfield
- Special event experience
- Conducted varied criminal investigations
- Liaison with various departments of Mansfield and University of Connecticut
- Identified issues, analyzed information and provided solutions to problems
- Created plans and communicated deadlines to complete projects on time
- Actively listened to complainants, handled concerns quickly and escalated major issues to supervisor
- Resolved conflicts and negotiated mutually beneficial agreements between parties
- Prepared variety of different written communications, reports and documents
- Led projects and analyzed data to identify opportunities for improvement
- Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting
- Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork
- Maintained energy and enthusiasm in fast-paced environment
- Offered friendly and efficient service to complainants, handled challenging situations with ease
- Worked with stakeholders to understand needs and provide excellent service
- Completed paperwork, recognizing discrepancies and promptly addressing for resolution
- Delivered professional testimony to support case evidence
- Collected witness statements and identified persons of interests
- Marked off crime scenes and controlled access to protect evidence from tampering or loss

**2001-01 - 2008-01**

## **Trooper**

*Connecticut State Police*

- Trooper, Troop C Tolland, CT
- Enforce criminal and motor vehicle laws within Connecticut
- Serious injury and fatal accident investigations
- Respond to emergency situations
- Produced incident reports and search and arrest warrants

**2000-01 - 2001-01**

## **Technical Support Representative**

*Sprint Inc., Allentown, PA*

- Inventory control, sprint Allentown, PA

- Responsible for customer support and inventory control
- Built and maintained knowledge bases for products to expand available feedback and performance data
- Fielded numerous calls to deliver support and remotely resolve service issues
- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones
- Resolved escalated issues by serving as subject matter expert on wide-ranging issues
- Managed high levels of call flow and responded to technical support needs

**1994-01 - 1997-01**

## **Telecommunications Director**

*Diamond/Triumph Auto Glass , Kingston, Pennsylvania*

- Responsible for ordering, installation, maintenance, and billing issues for all telephony equipment for approximately 250 locations
- Coordinated over 200 installation and maintenance projects
- Responsible for auditing all telecommunications billing - Landline and Mobile service
- Translated complex technical issues into digestible language for non-technical users
- Fielded numerous inbound phone calls to deliver support and remotely resolve service issues
- Offered troubleshooting of connectivity issues across networks
- Resolved system, hardware and telephone issues, improving efficiency
- Submitted service tickets for equipment maintenance requests
- Provided documentation on start-up, shut down and first-level troubleshooting of technical processes to support desk staff
- Conducted in-depth product and issue resolution research to address customer concerns
- Assisted customers in identifying issues and explained solutions to restore service and functionality
- Collaborated with supervisors to escalate and address customer inquiries or technical issues
- Activated accounts for clients interested in new services
- Documented support interactions for future reference
- Used ticketing systems to manage and process support actions and requests
- Defined and documented technical support best practices for telephony technologies

## Education

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**2016-01 - 2022-01**      **Doctor of Business Administration (DBA): Homeland Security Leadership & Policy**

*NORTHCENTRAL UNIVERSITY - San Diego, CA*

**2013-01 - 2014-01**      **Masters Certificate: Terrorism & Homeland Security**

*SOUTHERN NEW HAMPSHIRE UNIVERSITY - Manchester, NH*

**2011-01 - 2013-01**      **Master of Business Administration (MBA): Security Management**

*NICHOLS COLLEGE - Dudley, MA*

**1988-09 - 1993-06**      **Bachelor of Science (BS): Accounting**

*PENNSYLVANIA STATE UNIVERSITY - State College, PA*

## Accomplishments

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Life Saving Award

Unit Citations (5)