



Armando brings more than 25 years of experience to the support industry. In 2001, he was named Support Director of the year, and has received extensive training in business management, customer service, sales and quality assurance from the University of Michigan, Disney, Citibank, and the Help Desk Institute. As president of CMIT Solutions of South Nassau, Armando assists his business clients with business & technology solutions that facilitate increased productivity and revenue, often while reducing cost and downtime. He is an industry leader as well as an accomplished public speaker and in 2007, he was named CMIT Rookie of the Year. In 2009 Armando co-wrote and published his first book entitled: *I Just Want My Computers to Work!*

Armando is active in his community and is a frequent volunteer and fundraiser.

#### Groups and Associations

- Featured Speaker: Help Desk Institute, NCCPAP, NYSSCPA, EA, etc.
- Seminar Presenter & Executive Symposium Panelist HIA, etc
- Merrick Chamber of Commerce
- Merrick Kiwanis
- Long Island Association
- Hauppauge Industrial Association

#### Certifications and Training

- E-Support Certified (STI Knowledge),
- Certified Help Desk Director (STI Knowledge),
- Knowledge Center Manager (Knowledge 2000)
- Certified Knowledge Manager (STI Knowledge)
- Consulting Skills Certified (Level 1 & Level 2)
- Disney Institute Graduate
- VOIP Certified
- Six Sigma Trained
- ITIL Trained
- Dell Certified Partner

#### Honors and Awards

- Support Director of the Year, 2001 - STI Knowledge
- Data Center and Help Desk Transition Leader Award, 2005
- Leadership Award, 2006
- CMIT Rookie of the Year, 2007
- Partner of the month, December 2009
- Leadership Award, 2010
- Managed Services Provider of Excellence

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