

## Contact

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## Top Skills

Large Language Models (LLM)  
AI Prompting  
Deep Learning

## Certifications

CJIS Certification Security and  
Privacy: Privileged Role  
Implementing and Administering  
Cisco Networking Technologies  
Cisco Certified Entry Networking  
Technician (CCENT)  
CompTIA Security+  
Mimecast MCCP Warrior

## Publications

Katheryn Starstruck, Corn Pone  
Opinions by the Fire, The Limestone  
Bricks, Why It Not Be Me, The Wind  
is All I Need

# Dan Nelson

Solutions Engineer and AI Prompt Engineer  
Michigan City, Indiana, United States

## Summary

Solutions Engineer & AI Prompt Engineer | \$6M+ in Presales  
Support in 2025 | Azure • LLMs • Digital Evidence & Justice Tech |  
Open to Remote Contract/Part-Time

I'm a Solutions Engineer and AI Prompt Engineer with 15+ years of  
experience in networking, security, and cloud, and a recent focus on  
LLM-powered solutions and intelligent automation.

At NICE, I design and present Azure-based digital evidence and  
justice solutions (NICE Defense, NICE Courts, NICE Investigate,  
NICE Justice). I support Account Executives through technical  
discovery, demos, solution architecture, and RFP/RFI responses,  
and have contributed to over \$6M in closed revenue.

My strengths include:

- AI & LLMs: Prompt engineering, LLM reasoning, workflow design for redaction, transcription, translation, OCR, and evidence summarization.
- Presales & Customer-Facing Work: Demos, proof-of-concept design, RFP/RFI responses, MSA/SOW support, pricing and scoping, and translating complex technical details into clear business outcomes.
- Cloud, Networking & Security: Microsoft Azure, on-prem and Azure AD, Office 365, Cisco Meraki, Palo Alto, Mimecast, and hybrid infrastructure for multi-site organizations.

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## Experience

### NICE

Solutions Engineer / AI Prompt Engineer  
August 2023 - Present (2 years 8 months)

- Serve as a Solutions Engineer for NICE Defense, NICE Courts, NICE Investigate, and NICE Justice, Azure-based digital evidence and case management platforms.

- Support Account Executives through technical discovery, demos, architecture design, and proof of concept for justice, public safety, and government customers.
- Contributed to \$6M+ in closed revenue by crafting tailored solution designs, responding to RFPs/RFIs, and supporting MRA/SOW documentation and pricing.
- Design AI-driven workflows leveraging LLM prompting and reasoning for digital evidence: redaction (facial, object, audio, textual), transcription, translation, OCR, search, and evidence summarization.
- Create technical diagrams and pricing calculations that align business requirements with Azure-based architectures and security best practices.
- Act as liaison between customer IT teams, internal project managers, and engineering to resolve technical blockers and guide implementation and integration strategies.

### Impact Networking, LLC

#### Level 2 System and Cloud Engineer

January 2021 - August 2023 (2 years 8 months)

Lake Forest, Illinois, United States

- Provided infrastructure and cloud engineering support for ~1,000 users across 13 offices, acting as an escalation point for complex issues.
- Managed and administered Microsoft Azure, on prem Active Directory, Office 365, SharePoint, VMware vSphere, and hybrid identity environments.
- Administered and optimized Cisco Meraki routing and switching (MX450, MS225, MR44), Meraki Umbrella, Palo Alto security, Mimecast, N Central, and Addigy with Apple Business Manager.
- Automated recurring tasks using PowerShell (e.g., user provisioning, mailbox and group management, reporting), reducing manual effort and improving response times.
- Collaborated with internal stakeholders and external clients to implement secure, scalable network and cloud solutions that minimized downtime and improved user experience.

### My Own Meals Food Productions

#### Network Administrator Desktop Support

April 2006 - January 2021 (14 years 10 months)

Deerfield, Illinois, United States

- Recruited during a critical hardware failure and successfully restored operations while maintaining budgets and customer satisfaction.

- Designed, built, and maintained the company's network and computer systems (Windows 7–10), including servers, workstations, and backups.
- Performed disaster recovery operations, server upgrades, and software migrations, including US government GSA software.
- Authored documentation and manuals (Visio, Word, Excel) and trained staff on new systems and processes.
- Developed long-term, stable solutions for dated systems and government software interfaces that remain in effective operation.

### Thomas E. Lechowicz and Associates Tax Accounting Firm

#### Network Administrator and Desktop Support

June 2004 - December 2020 (16 years 7 months)

Northbrook, Illinois, United States

- Brought the firm back online following a total network failure caused by the Code Red virus.
- Wiped and hardened PCs, improved switching infrastructure, and introduced domain control and Active Directory.
- Built and maintained network, client server, and SaaS systems, including Lacert accounting platforms.
- Performed disaster recovery, server upgrades, software migrations, and ongoing support for Windows 7–10 environments.

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## Education

### DePaul University

Master of Science (M.S.), Masters in Networking and Security · (2017 - 2019)

### DePaul University

Bachelor's of Arts Degree, International Business · (2015 - 2016)

### College of Lake County

Associates of Arts and Sciences, Major in Computer Science, Minor in Writing · (2012 - 2015)