

Professional Biography



Concerto Networks® Professional Biography

Teri Pagnataro

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Teri Pagnataro joined Concerto Networks® in November 2004 as a franchise owner in Park Ridge, New Jersey. She brings more than eleven years of Information Technology (IT) experience and three years of small business operation experience to her position with the company.

Teri first learned of Concerto Networks at the 2004 International Franchise Expo in Washington, D.C. She was in the market for a new business opportunity and had been invited to the expo by another franchise company. While walking through the sea of different booths, she overheard someone talking about a mobile IT franchise company that was providing complete business technology solutions to small- and medium-sized businesses. Interested in learning more, Teri approached each representative at the Concerto Networks booth to ask some questions. After hearing what each of them had to say about the company's unique service offering and the comprehensive support system offered to franchisees, she knew this was the kind of business she wanted to own. Having spent a number of years working in large, corporate technology departments, she was enchanted with the idea of being able to continue doing what she loved while pursuing the challenge of owning a business. Teri became an official Concerto Networks franchise owner in November 2004. She began operations one month later, immediately after completing training at Concerto Networks headquarters in San Diego, California.

Prior to coming on board with Concerto Networks, Teri served as a Help Desk Manager for Sony Electronics where she managed a first, second and third level desktop support center for about 10,000 of Sony's internal network users nationwide. She was responsible for interviewing, hiring and accurately placing analysts within the team, as well as all training, documentation and shift scheduling. In this capacity Teri also handled all large-scale application deployments and other high profile IT projects for the company. Before working for Sony, Teri was a Lead Analyst and Shift Supervisor for CRS Business Computers, providing second level support for a team of analysts and customer service support in software and hardware troubleshooting. Teri earned an Associate's Degree in Electrical Engineering Technology from the State University of New York, Orange County Campus. She is also a CompTIA A+® Certified Technician.

About Concerto Networks®

Concerto Networks, Inc. is a national franchise business providing professional, consistent-quality computer and Information Technology (IT) solutions to small- and medium-sized businesses (SMBs), serving a critical function for this rapidly growing market. Concerto Networks goes beyond simple troubleshooting and repair, providing the same holistic approach to IT support and management enjoyed by large companies, while offering significant savings and value to SMBs. The company's model is to build a national business technology solutions network with the expertise, processes, systems and support necessary to provide superlative service to SMBs. Franchises are independently owned and operated by experienced professionals equipped with the latest diagnostic hardware and software for providing on-site service.