CHRISTOPHER NANNA

IT Infrastructure & Operations Engineer

☎ 650-430-8641   ✉ nannac@gmail.com   in linkedin.com/in/nannac   🌐 christophernanna.me

PROFESSIONAL SUMMARY

- Senior IT / Infrastructure Engineer with 10+ years of experience designing, deploying, validating, and supporting enterprise Windows, Linux, and hybrid cloud environments.
- Strong background in automation, endpoint deployment, security hardening, disaster recovery, and large-scale user and device support.
- Comfortable taking ownership of high-risk production systems and collaborating with stakeholder and engineering teams in large-scale projects.

CORE SKILLS

Infrastructure & Platforms

Windows Server, Linux, Azure, Microsoft 365, Active Directory (AD DS), Entra ID, Exchange Online, Group Policy, DNS, DHCP, PKI, OS Deployment & Configuration Management

Automation & Infrastructure as Code

PowerShell, Python, BASH, Terraform, Ansible, Git, GitLab

Virtualization & Networking

VMware ESXi / vCenter, Proxmox VE, Citrix Virtual Apps & Desktops, Citrix NetScaler ADC, VLANs, VPN, RADIUS

Security & Compliance

CIS Benchmarks, ISO 27001 Certification Readiness, Security Hardening (Tenable Nessus), SAML SSO integration, MFA (Cisco Duo)

Databases & Web Technologies

MySQL, PostgreSQL, Microsoft SQL Server, NGINX, Apache, REST APIs, HTML, JavaScript/TypeScript

PROFESSIONAL EXPERIENCE

WinWire — Santa Clara, CA   📍 *Santa Clara, CA*

Validation Engineer (Project-Based Contract)   🗓 *June 2024—Aug 2024*

Lead Validation Engineer on a project to remotely upgrade customer appliances running Windows IoT with Microsoft Deployment Toolkit (MDT) and custom PowerShell scripts.

- Defined validation strategies, test plans, and success criteria in collaboration with engineering, QA, and project stakeholders
- Designed and built a test environment to replicate physical appliances with Terraform and

vCenter to streamline and automate testing

- Performed unit testing of PowerShell scripts and end-to-end validation on production hardware

- Analyzed test results, documented findings, and delivered actionable recommendations to development teams

- Produced detailed validation reports to support release readiness and customer deployment confidence

OmniVision — Santa Clara, CA   📍 *Santa Clara, CA*

Senior IT Engineer   🗓 *May 2019—June 2024*
(Previous Roles: IT Engineer, IT Support Engineer)

Senior member of the IT Operations and Infrastructure team supporting a multi-site, enterprise environment with thousands of users and devices.

- Deployed and administered a multi-tenant Microsoft 365 / Exchange Online hybrid environment

- Managed core Microsoft services including Active Directory (AD DS / Entra ID), Exchange Online, Group Policy, DNS, DHCP, PKI, and ADFS

- Created custom endpoint deployment and configuration management infrastructure using Microsoft Deployment Toolkit (MDT), Windows Deployment Services (WDS), PowerShell and Ansible as well as defined lifecycle management procedures

- Architected and administered an isolated VDI environments for Windows and Linux systems using Citrix Virtual Apps & Desktops, VMware vSphere, and NetApp SAN storage

- Deployed and administered Citrix NetScaler ADC instances across multiple sites for load balancing, SSL bridging, and secure VDI gateway access

- Integrated and administered Cisco Duo Single-Sign-On (SSO) with existing systems and applications

- Implemented security controls aligned with CIS benchmarks and remediated vulnerabilities identified through Tenable Nessus scanning

- Supported ISO 27001 certification efforts by preparing validation evidence and security documentation

- Participated in real-world disaster recovery efforts following a ransomware incident, restoring critical infrastructure and applications in a controlled and secure manner

- Automated administrative and operational workflows using PowerShell, Python, and Bash for onboarding, offboarding, audits, and infrastructure maintenance

- Provided Tier 2 / Tier 3 escalation support and mentored junior engineers and support staff

- Created and maintained internal documentation covering infrastructure, applications, processes, and operational procedures

Indian Health Center of Santa Clara Valley   📍 San Jose, CA

IT Technician   🗓 *Aug 2014—Dec 2015*

- Managed Active Directory users and groups
- Deployed and supported network, server, and desktop hardware
- Processed employee onboarding and termination
- Provided IT support for clinic staff across hardware and software systems
- Maintained and updated the clinic website.

Google — Mountain View, CA   📍 Mountain View, CA

TechStop Administrator   🗓 *Sept 2008—Oct 2013*

- Provided end-user support for Windows, macOS, Linux, Android, and iOS devices
- Deployed operating systems, software, and hardware at scale
- Administered Google Workspace applications
- Performed endpoint data recovery and device migrations
- Processed employee onboarding and termination
- Developed Python scripts to generate helpdesk metrics using BMC Remedy's REST API

HelpRick   📍 San Bruno, CA

Full Stack Developer   🗓 *Sept 2008—Oct 2013*

- Developed and maintained a web application using Ruby on Rails, JavaScript, MongoDB, and Google Maps API

CERTIFICATIONS

- CompTIA A+
- ESRI ArcGIS Desktop Associate

EDUCATION

Bachelor of Science in Marine Science

California State University, Monterey Bay

VOLUNTEER EXPERIENCE

Ecosystems Electronics Lab, CSU Monterey Bay   📍 *Seaside, CA*

Volunteer   🗓 *Aug 2018—Feb 2019*

Assisted students in prototyping and building devices for ocean research

Both Co.   📍 *Monterey, CA*

Volunteer   🗓 *Sept 2017—May 2018*

Maintained aquaponics systems and cared for crops and livestock