

# CHRISTOPHER M. NANNA

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

## PROFESSIONAL SUMMARY

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- 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

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### 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

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### 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

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**CERTIFICATIONS**

- CompTIA A+
- ESRI ArcGIS Desktop Associate

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**EDUCATION****Bachelor of Science in Marine Science**

California State University, Monterey Bay

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**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