

SUMMARY

Interested in opportunities where knowledge and experience will add value. 20+ years' experience in Customer Success, network security, sales, consulting, designing, and implementation. Expertise in converting business requirements into solutions, architecture and designs. High proficiency in proving, implementing and troubleshooting of network security technologies.

CORE LEADERSHIP COMPETENCIES / TECHNOLOGY PROFICIENCIES

- Customer success
- IT mentorship/leadership
- Professional services methodologies
- Lead professional service engagements
- Project management
- Troubleshooting & support
- Technology documentation
- Network architecture (Wired/Wireless/VPN)
- Cloud technologies
- Network security technologies
- Risk assessment/mitigation
- IT security requirements
- Identity management systems
- Security system integrations
- Optimize security solutions
- Cisco Secure Firewall/IPS
- Cisco Secure Endpoint Protection
- Cisco ISE and NAC Solutions
- Cisco TrustSec
- Cisco Secure X
- Cisco Secure Email/Web
- Cisco Secure Network Analytics
- Cisco Umbrella
- Cisco DUO (Multi-Factor)
- SEIM
- SOAR
- UEBA

CERTIFICATIONS

CISSP, CCSP, CCNA, MCT, MCSE, Security+, Network+

PROFESSIONAL EXPERIENCE

Securonix – RTP, NC

2/2022 – Present

Sr. Customer Success Manager

Focused delivering value to SaaS products and services. Focused on client partnerships, aligning customer business goals that maximizes value realization from Cloud and On-Prem next-gen SIEM solution. Maintain/improve high customer satisfaction levels, increased retention and driven growth by up-sells, and a consistently strong actualization of value.

Duties & responsibilities:

- Advocate for customers by channeling the 'Voice of the Customer' to drive best practices, aligning their business roadmap with platforms and solutions.
- Engage consistently with customers throughout the customer journey to ensure alignment on actual vs. expected outcomes.
- Continuously assess the health of the customer and diagnose the issues as accurately as possible to develop and execute GET-WELL-PLAN's when an account is un-healthy.
- Enabling the customer by demonstrating how to effectively solve specific use cases.
- Work collaboratively across the organization to amplify the impact of client feedback, ensuring customer questions, comments, and concerns lead to consolidated, actionable plans that deliver results.
- Partner extensively with the internal stakeholders to support account teams in conducting business reviews and structured engagements that deliver valuable business insights and roadmap alignment.
- Design, develop, and deliver customer success engagements and campaigns that mitigate risk, reduce churn, drive referrals, and maximize growth on the account by up-selling products and services.
- Monitor client license usage against what has been purchased, and pave the path for expansion essentially securing up-sell opportunities.

Focused on KPI's:

- Gross Revenue Retention (GRR) for individual assigned account portfolio.
- Net Revenue Retention (NRR) inclusive of expansions and growth of client relationships.
- Customer Health inclusive of client satisfaction measures including Net Promoter Score (NPS) and Customer Satisfaction (CSAT).

Cisco Systems – RTP, NC

11/2017 – 2/2022

Customer Success Specialist - CX Center Customer Success Engineering – Security (Virtual Systems Engineer – Customer Success Engineering-Security)

Provide technical direction and business guidance to Cisco Customers, Partners and Cisco field account teams in order to drive business impact through technology and solutions. Contribute to sales life-cycle (Land, Adopt, Expand, Renewal, and Services) in order to deliver higher value and an optimal experience of Cisco solutions.

Provide expertise on the following products and technologies:

- ISE (Identity Services Engine)
- Cisco TrustSec
- 802.1x/Dot1x (EAP-TLS, PEAP, etc.)
- BYOD (Bring Your Own Device)
- Profiling
- Posture Assessment
- Guest services
- Advanced Malware Protection (AMP) for Endpoints
- Next Generation Firewall & IPS (NGFW/NGIPS)
- Web Security
- Email Security
- Secure Network Analytics (SteathWatch)
- Cisco Secure X
- Cisco Umbrella
- DNA-Center

Selected Highlights

- Assist customers with overcoming adoption barriers resulting in product adoption, subscription renewal and expand sales opportunities.
- Impact how customers are leveraging and increased value from Cisco solutions and technologies.
- Become a trusted security advisor for the customer and accelerate adoption of security products.
- Deliver adoption and design consultations
- Deliver live and recorded Webinar/informational videos on Cisco Security products.
- Develop best practice design/implementation collateral for Cisco Security products.

Cisco Systems – RTP, NC

12/2013 – 11/2017

Network Consulting Engineer – Cisco Security Solutions (Advanced Services)

Lead professional service engagements (designing, deploying, integrating, documenting, and troubleshooting) for Cisco Network Security products and solutions.

Identity solutions (Authentication, Authorization, Accounting)

- ISE (Identity Services Engine)
- ACS (Access Control Server)
- Cisco TrustSec
- Wired & Wireless
- Dot1x (EAP-TLS, PEAP, etc.)
- BYOD (Bring Your Own Device)
- Profiling
- Posture Assessment
- Client Provisioning
- Guest services

Network Visibility, Attack Detection, & Security Intelligence

- StealthWatch (Lancope).
- SIEM integration with Splunk.
- Cisco NGFW and NGIPS.

Cisco Systems – RTP, NC

8/2011 – 8/2013

Customer Support Engineer – TAC AAA-Security

Providing Backbone support (top tier escalation) for Cisco security products in the Cisco TAC (Technical Assistance Center). Troubleshooting and providing solutions for new/existing network implementations. Working with BU (Business Unit) and Development Teams to identify/write bugs, and provide workarounds for TAC cases. Support a wide range of Cisco products and their integration with 3rd party security products.

Selected Highlights

- Providing escalation support for Centralized control for Identity Management, network access, and device administration with RADIUS or TACACS+.
- Delivering escalation support for AAA (Authentication Authorization Accounting) technologies.
 - ISE (Identity Services Engine)
 - ACS (Access Control Server)
 - NAC Server (Network Access Control)
 - Authentication
 - Authorization
 - Accounting

- NAC Guest Services
 - NAC Profiler
 - Dot1x (EAP-TLS, PEAP, etc.)
 - BYOD (Bring Your Own Device)
 - Profiling
 - Posture Assessment
 - Client Provisioning
 - Guest services
- Delivering escalation support for AAA / ISE integration with Wireless, Wired (802.1x/MAB) and VPNs
 - Providing escalation support for MARS (Monitoring, Analysis, and Response System) Security event monitoring, threat management, and mitigation response to attacks, intrusions, and other network threats. Collect, analyze, and correlate data from a diverse set of Cisco and 3rd party devices.
 - Fulfilling phone/email/WebEx consultation to independently debug complex product problems.
 - Giving systems/product training on Cisco security products and their integration 3rd party security products.
 - Delivering top tier escalation support on a world-wide basis.
 - Recreating complex network topologies and configurations to reproduce and solve obscure technical problems.
 - Determining RCA (Root Cause Analysis) and deliver solutions with a high level of customer satisfaction.
 - Providing documentation on design issues and feature requests for product enhancement.

NEXUS IS (CISCO PARTNER) – Murrieta, CA**4/2009 – 8/2011****Quality Control Engineer**

Created implementation standards and customer satisfaction for a Cisco technology partner. Designed, implemented, supported, and troubleshot network products (security, wireless, VoIP, & Infrastructure) for a large customer base (Enterprise to Small Business/Satellite office, datacenter, government, financial, casino, manufacturing, retail. etc.).

NEXUS IS (CISCO PARTNER) – San Diego, CA**5/2005 – 3/2009****Senior Consulting Engineer**

Provided leadership and delivered solutions by designing, implementing and supporting networks for a Cisco technology partner. Designed, implemented, supported, and troubleshot network security, wireless and VoIP products for large customer base (Enterprise to Small Business/Satellite office, Datacenter, government, financial, casino, manufacturing, retail. etc.).

ILLUMINA INC. – San Diego, CA**8/2001 – 5/2005****Senior Network Engineer**

Managed complex high-performance network for DNA/Genetic research and product development. Combined Voice over IP (VOIP) and LAN/WAN infrastructures for users & IP phones, servers, and workstations/lab PCs.

EDS [Now HP] – San Diego, CA**2/2001 – 8/2001****System Administrator**

Technical lead of team that developed certification process for more than 150,000 software applications during worldwide transition to the Navy and Marine Corps Intranet (NMCI).

WWW.COM /OnAir Streaming Networks – Irvine, CA**3/2000 – 1/2001****Senior Systems Administrator**

Designed, configured and maintained networks for a corporate office, two remote offices and five data centers providing content streaming for more than 250 Internet-based radio stations.

Independent Contractor – Riverside, CA**3/1998 – 8/2000****Consultant/Instructor**

Provided network, Server and hardware/software support for small and medium size businesses clients. Deliver IT-related courses at Microsoft and Cisco technical schools (CompUSA, New Horizons, etc.).

United States Marine Corps**1/1994 – 1/1998****NCO (Non-Commissioned Officer)**

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