Chris Hannifin

Raleigh, NC | 919-628-0888 | chris@hannifin.net | LinkedIn

CYBERSECURITY ARCHITECT
TECHNOLOGY SALES | NETWORK INFRASTRUCTURE | RELATIONSHIP BUILDING

SUMMARY OF QUALIFICATIONS_____

Innovative security architect with 20+ years of experience in network security consulting leading the design, development, and deployment of business systems and technologies. **Strategic and analytic professional** who is highly skilled at managing the sales lifecycle of technology projects and services while developing strategies and roadmaps that align with customer needs. **Expert communicator and collaborator** specializing in proving, implementing, and troubleshooting cutting edge network technologies for clients and translating technical terms into language accessible to all audiences.

PROFESSIONAL EXPERIENCE_____

SENIOR CYBERSECURITY ARCHITECT | ModernCyber | Research Triangle Park, NC   August 2023 – Present

Supported and delivered the full life cycle from planning, through design, implementation, operations, and optimization in medium to large-scale enterprise environments. Being the combination of a cybersecurity expert, trusted advisor, and technology consultant knowledgeable in all things Security from Users to Applications & Data.

- *Lead projects working with Key Stake Holders to understand functional requirements and interact with other crossfunctional teams to architect, design, test, and deploy*
- *Executed knowledge of the Cisco Security Solutions (ISE, Catalyst Center, Umbrella, Duo, Secure Workload, Secure Cloud Analytics, Secure Network Analytics, Secure Endpoint, Secure Firewall)*
- *Executed in multiple areas of service delivery: Assessments, Consulting, Architecture, Engineering, Operations, etc.*
- *Trusted advisor with ability to build lasting relationships, communicate effectively (verbal, written, etc.), and work cross-functionally with diverse global teams*
- *Role model and motivated learner who actively mentors and sponsors others*
- *Troubleshooted technical problems and systematically worked toward resolution*
- *Utilized industry best practices, frameworks, methodologies, and techniques in delivery of projects and services*
- *Produced professional client-facing technical documentation and presentations*

CYBER SECURITY CONSULTANT | Contractor | Research Triangle Park, NC   March 2022 – August 2023

Deliver professional service engagements including consulting, designing, deploying, integrating, documenting, and troubleshooting for on-prem and cloud-based security products and solutions including Cisco ISE.

SENIOR CUSTOMER SUCCESS MANAGER | Securonix | Research Triangle Park, NC   February – December 2022

Deliver value to SaaS products and services with a heavy focus on client partnerships and aligning customer business goals that maximize value realization from cloud and on-prem next-generation SIEM solutions. Designed and delivered customer success engagements and campaigns that mitigated risk, reduced churn, drove referrals, and maximized account growth by upselling products and services.

CUSTOMER SUCCESS SPECIALIST | Cisco Systems | Research Triangle Park, NC   November 2017 – February 2022 Provided technical direction and business guidance to Cisco customers, partners, and field account teams to drive business impact through technology and solutions. Contributed to the full sales lifecycle to deliver an optimal customer experience.

• Assisted customers with overcoming product adoption barriers, resulting in increased subscription renewal and expanded sales opportunities

- Accelerated the adoption of security products and design consultations by conducting dynamic Adoption consultations, presenting webinars, and creating videos and presentations
- Developed best practice design and implementation collateral for security products and conducted live webinars on the full range of products

CONTINUED

PRODUCTS:
- ISE (IDENTITY SERVICES ENGINE)
- 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

NETWORK CONSULTING ENGINEER | Cisco Systems | Research Triangle Park, NC   December 2013 – November 2017

Led 25% pre- and 75% post-sales of professional service engagements (designing, deploying, integrating, documenting, and troubleshooting) for Cisco Network Security products and solutions. Supported small to large enterprise business sectors by matching the technology to the business to drive sales value.

- Served as a trusted security advisor to customers to help identify security opportunities working with identity solutions, network visibility, attack detection, and security intelligence
- Aided the Cisco sales team in the sales process and proof of concept by proving the use case or serving as the escalation point to close the sale
- Provided mentoring, technical training, and escalation support as a technical lead
- Assisted the business development and sales team with scoping, presenting, and fielding customer questions and concerns, rescued problematic and failing projects, and contributed to best practices and documentation templates

SENIOR CONSULTANT | CGI Federal | Research Park Triangle, NC   September – December 2013

Served as the Senior Network Security Engineer assigned to ITS-EPA Network and Security Operations team for the Environmental Protection Agency. Led Authentication, Authorization, and Accounting (AAA), Network Access Control (NAC), and TrustSec technologies.

- Designed, implemented, and supported NAC solution including, ISE, Dot1x, BYOD, and Guest Network Services
- Maintained network infrastructure through the entire project lifecycle, including design, implementation, upgrades, reporting, and operations
- Documented network diagrams, procedures, recommendations, problem root cause analysis, reports, inventories, and support for audit responses

CUSTOMER SUPPORT ENGINEER | Cisco Systems | Research Triangle Park, NC   August 2011 – August 2013

Provided top-tier escalation support globally for Cisco security products in the Cisco Technical Assistance Center (TAC). Supported 30+ Cisco products and their integration with third party security products, specializing in AAA.

- Worked directly with the business unit to identify bugs and provide workarounds for customer issues; conducted troubleshooting and provided solutions for new and existing network implementations
- Provided escalation support for centralized control for Identity Management, network access, and device administration with RADIUS or TACACS+
- Delivered escalation support for 15+ AAA technologies, ISE integration with Wireless, Wired (803.1x/MAB), and VPNs

- Managed escalation support for Monitoring, Analysis, and Response System (MARS) Security event monitoring, threat management, and mitigation response to attacks, intrusions, and network threats
- Fulfilled phone, email, and WebEx consultations to independently debug complex product problems
- Conducted systems and product trainings on Cisco security products and their integration to third-party security products
- Recreated complex network topologies and configurations to reproduce and solve obscure technical problems and determine root cause analysis to deliver solutions with high levels of customer satisfaction

CONTINUED

SENIOR CONSULTING ENGINEER | NEXUS IS | Murietta, CA   May 2005 – August 2011

Provided leadership and delivered solutions by designing, implementing, and supporting networks for a Cisco technology partner. Served as Lead Security Engineer for a $50M+ California state prison project by managing the design, implementation, and troubleshooting support for escalated issues covering Cisco's MARS, NAC, IPS/IDS, Adaptive Security Appliance, Firewall Services Module, IronPort, and ACE Load Balances for 33 prisons and 2 large data centers.

- Implemented and provided escalated support for Firewalls, Netscreen, Checkpoint, and SonicWall
- Enforced Identity Management and AAA using Cisco Access Control Server integrated with Active Directory
- Extended and increased network availability with VPN, LAN-to-LAN, Cisco VPN Client, and SSL Technologies utilizing Cisco ASA, VPN, Concentrator, PIX, Router, and VPN Service Modules
- Configured NAC, 802.1x, and Web Authentication over SSL to increase security and simplify administration
- Designed and implemented Voice over IP networks with Cisco Unified Communications Manager, Cisco Unity, and Cisco Unified Contact Center

SENIOR NETWORK ENGINEER | ILLUMINA INC. | San Diego, CA   August 2001 – May 2005

Managed complex high-performance network for genetic research and product development. Combines VoIP and LAN/WAN infrastructures for 350+ users and IP phones, 100+ servers, and 500+ lab PCs.

- Managed and maintained IT vendor and manufacture relationships and contracts for the project
- Saved $150K annually in telecom costs and 30% on network and security equipment by analyzing payments and negotiating new contracts
- Exceeded company network and telecommunications needs during a period of 150% growth and transition from R&D to a manufacturing environment
- Raised employee security awareness by developing and communicating security policies and procedures
- Expanded network worldwide by designing, installing, and managing VPN for field access and remote offices in Singapore, Japan, and the United Kingdom

ADDITIONAL EXPERIENCE_____

SYSTEM ADMINISTRATOR | EDS | San Diego, CA   February – August 2001

SENIOR SYSTEMS ADMINISTRATOR | OnAir Streaming Networks | Irvine, CA   March 2000 – February 2001

AREAS OF EXPERTISE_____

Operations: Network Infrastructure & Security Solutions | Risk Mitigation | IT Compliance | Project Management | Troubleshooting & Support | Network Architecture | Cloud Technologies | Network Security | IT Security Requirements | Route/Switch | LAN | WAN | SD-WAN | Cloud Edge | Virtual Networking | Secure Access | Network Visibility

Leadership: Relationship Management | Cross-Functional Collaboration & Communication | Consulting | Strategic Planning | Process Improvement | Customer Success

CERTIFICATIONS_____

CERTIFIED INFORMATION SYSTEMS SECURITY PROFESSIONAL (CISSP) | CCNP SECURITY | CCNA | MICROSOFT CERTIFIED TRAINER (MCT) | MICROSOFT CERTIFIED SYSTEMS ENGINEER (MCSE) | SECURITY + | NETWORK + | COMPUTER NETWORK ADMINISTRATION CERTIFICATE | UNIX ADMINISTRATION CERTIFICATE