Christopher Fernandez Nuñez IT LEADERSHIP & MENTOR

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PROFESSIONAL OVERVIEW

Passionate, engaging IT leader with 12 years of technical experience looking to align with a growth-minded company that values innovation and technology. The ideal environment will share my penchant for building relationships with stakeholders and leveraging vendors to drive growth and strategy for the organization. Showing teams how to measure performance, predict outcomes using data, be cross-functional, automate mundane tasks, drive efficiency, and remove waste would be a great use of my skills in my next role.

LEADERSHIP SKILLS

Empathy | Humility | Feedback | Strategy | Problem-Solving | Decision-Making | Critical Thinking | Conflict Resolution
Organization | Public Speaking | Leadership | Coaching | Mentorship | Delegation | Consistency | Strategic Technology Planning

TECHNICAL SKILLS

MacOS/iOS| Asana | Microsoft Windows | PowerShell | Google & O365 Admin | MDM | ATS/Greenhouse | White Glove Service |
License & Vendor Management | IDP/SSO/OKTA/AAD | Cloud Storage Admin | Networking | Security/Endpoint | AWS | O365
Admin | ITIL Trained | Ticket Escalation & Prioritization | Enterprise Security Awareness | Agile Trained | Security Compliance

MILESTONES

- Rapidly scaled multiple life sciences clients into pre-clinical stage companies with strategic planning and industry best practices.
- Successfully led the migration from Hybrid Active Directory (AD) to OKTA with Azure federation, enhancing security, streamlining processes, and improving the overall user experience while ensuring compliance
- Developed the IT Operations at multiple clients simultaneously during the start-up phase to prepare the organization for rapid growth
- Successfully launched an RFP for a new IT Business Partner that can scale with the organization's growth.

WORK EXPERIENCE

Associate Director, IT Infrastructure & End User Services – Leadership
Karuna Therapeutics (A BMS Company) | Boston, MA | Dec 2022 - Present
- Collaborated with executive leadership to align IT infrastructure and helpdesk strategies with organizational goals and objectives
- Managed a team of IT professionals, fostering a collaborative and results-driven work environment
- Developed and executed a comprehensive IT roadmap, ensuring scalability and flexibility to accommodate future growth
- Implemented industry best practices to enhance infrastructure security, compliance, and disaster recovery capabilities Collaborate with People Operations to develop recruiting strategies and build diverse candidate pipelines
- Led migration projects to modernize legacy systems, resulting in improved performance and reduced operational costs
- Negotiated contracts with technology vendors to optimize cost-effectiveness and service quality keeping within their IT
- Managed the IT budget, ensuring efficient allocation of resources and cost control
- Evaluated and recommended the adoption of new technologies to enhance IT capabilities
- Ensured compliance with industry regulations and standards, such as GDPR, HIPAA, or PCI-DSS, as applicable to the organization

Managing Consultant – Leadership
Pliancy | Boston, MA | Nov 2020 – Nov 2022
- Acted as the Virtual IT Director for multiple startup biotech organizations simultaneously
- Deployed and Secured Client environment using SentinelOne, and MDM
- Manage Vendors and hold them accountable for maintaining the operational quality of service
- Measuring team performance and withholding their accountability using data
- Keeping highly engaged team members with career development and determining knowledge gaps
- Templatizing the initial life cycle of startups and maintenance tasks
- Providing high-touch, white-glove support to executives, executive assistants, and staff
- Collaborate with People Operations to develop recruiting strategies and build diverse candidate pipelines
- Maintaining accurate documentation and passwords, tracking assets, and developing consistent configurations of all technology
- Assisting clients with keeping within their IT budgets and costs
- Consult on systems that meet business requirements that maintain scalability, security, and ease of use
- Managing major infrastructure, moves, and network projects using Asana

Manager of Deskside Support – Onsite Services
MUSA Technology Partners | Waltham, MA | Oct 2018 – Nov 2020

- Managed the IT support function, including onsite and remote resources, established procedures, monitoring, troubleshooting issues and escalations with vendors and internal stakeholders
- Lead and develop deskside support, including the coaching, mentoring, and development of goals & performance expectations
- Identify industry best practices and solutions and pursue continuous improvement opportunities
- Refine and drive support strategy to ensure availability of services and business continuity
- Work with system monitoring tools to analyze trends and anomalies, proactively identify issues and drive resolution
- Manage MUSA's Depot Department - Imaging computers at a large scale for multiple clients using deployment tools
- Define operational SLAs and optimize operations to maintain a high level of customer satisfaction
- Drive initiatives for operational standardization, automation, and self-service
- Report site metrics on performance, System availability and incidents/problems to key stakeholders from IT and Business
- Own and drive transfer of projects to operations – operationalize the system
- Coordinate user IT moves, additions, and changes across multiple sites
- Create and maintain IT Operations Manual and ensure all documents exist in a central location

Desktop Support Consultant – Onsite Services
Baystate IT | Boston, MA | Apr 2018- Oct 2018

- Analyzed, and then effectively strategized regarding business goals, deadlines, schedules, budgets, needed resources, and team member coordination
- Ability to work on multiple small to medium sized projects simultaneously
- Led the conversion of standard conference rooms to Zoom Rooms from the beginning stages to training the organization and operationalizing the process
- Established trust and credibility across the organization for IT strategizing and support
- Assisted in the development of group mission, vision, and strategy while ensuring alignment to overall IT structure and goals
- Delivered top level IT support and white glove services to management team
- Provide software and hardware inventory management via asset trackers/ database and asset tags
- Trained several clients on Zoom Rooms, fair use of cloud storage, and other systems implemented
- Created knowledge-based articles for many systems and processes
- Helped mitigate issues with Onboarding form to ensure efficiency for HR and IT departments

Technical Engineer – Field Services
Hewlett Packard Enterprise | Andover, MA | Aug 2015 – Apr 2018

- Facilitated hardware and firmware support for Windows Server, VMWare, and RedHat
- Ensure the correct classification, provide L2 and L3 support, and triaging of all supported systems
- Develop and launch Field Engineer documentation. Collaborate with other IT team members to identify trends and remediate all open incidents
- Responsible for the management and resolution of support requests across the organization submitted into the ticketing system
- Maintain all hardware. Evaluate new technology solutions to maximize productivity and efficiency
- Implementation of large-scale deployments of over 50 servers and network equipment

Genius – Retail Store Technical Services
Apple Inc. | Braintree, MA | Jun 2012 – Aug 2015

- Apple Certified Mac Technician
- Delivered exceptional customer service and engagement by resolving various Mac OS and iOS issues experienced by retail customers. All this while supporting over 10 customers per hour
- Managed complex and technical issues during customer appointments, aiming to resolve all issues and provide the best solution in a timely manner
- Certified and knowledgeable on troubleshooting and diagnosing platforms and hardware developed by Apple Inc.

EDUCATION & CERTIFICATIONS

UNIVERSITY OF PHOENIX | IT- INFORMATION TECHNOLOGY | BACHELOR OF SCIENCE | GRADUATING 2025

PROJECT MANAGEMENT PROFESSIONAL CERTIFICATION | APRIL 2023