

CHRIS BANNOURA

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Sr. Systems Engineer

I am a 25+ year senior-level system engineer with extensive cloud experience in hybrid, cloud only, and on-premises configurations. I work with Azure and AWS to leverage cloud resources to reduce cost, increase efficiency, and provide scalability all while staying current with cutting-edge trends in technology. I am also the subject matter expert on Office 365 and have in-depth knowledge in Hyper-V and VMware as well as several disaster recovery models including CommVault, Veeam, and Rubrik. I always strive to obtain knowledge in the latest technology so it can be utilized to ensure high availability and meet scalable performance expectations.

Professional Profile

- Hands on solution architecture, implementation, delivery, and support for large-scale global enterprise systems focused on Server 2019 / 2022 / 2025, Active Directory, Exchange, Microsoft 365, and PowerBI.
- Manage data availability, integrity, and disaster recovery backup systems via Rubrik, Azure Site Recovery, Veeam, CommVault, and NetBackup in enterprise-level environments.
- Experienced in several solutions including Akamai DNS, Cloudflare, DigiCert, Sectigo, Rubrik, PRTG, Keeper, Password State, Turbonomic, and many more.
- Decision-making, implementation, and support on selecting system and hardware and software solutions on all Windows and Linux server production platforms.
- Highly technical with a strong background in large-scale multi-operating system server and desktop environments including server 2019 through server 2025, Red Hat, Ubuntu, and CentOS including hypervisors such as VMWare and HyperV.
- Experience managing teams on various technical projects for several global Fortune 100 companies. Highly motivated to acquire and deliver leading edge industry standards.

Education

B.B.A. in Information Technology Management
Cleary University – March 2001
Ann Arbor, Michigan

Areas of Expertise

Manager Level Leadership
System Implementation
Planning and Research

Cloud Solution Delivery
Cloud System Architecture
Testing and Benchmarking

Scripting Implementation
Hardware Implementation
Adapt To New Technologies

Professional Experience

Liquidity Services

May 2016 – Present

Sr Systems Engineer

Responsible for the production and corporate Windows systems including systems in Azure and AWS, Office 365 Administration, Server 2019/2022/2025 Administration, Rubrik Backups, Azure Cloud backups, and service improvements. I continually work with DevOps and Networking teams to provide solutions and improvements to our applications and hardware stack. I heavily utilize PowerShell to automate functions, streamline process, and increase efficiency while relying upon PRTG for monitoring and reports on uptime, usage, and reliability in several aspects of the business. All work and improvements or changes are tracked and documented in JIRA which is leveraged for all tickets, projects, changes, and inventory through CI maps and relationships. Provide ongoing technical support for the public facing and internal IT technologies current and future, physical or virtual, onsite or cloud based.

- Reduced overall Azure footprint costs by \$220,000 year over year by utilizing the Turbomonicon application and working with teams to downsize and right-size workloads to maximize efficiency while reducing costs.
- Manage all external registrar DNS, Keeper Password Vault, Rubrik Off Site Backups, ValiMail and email reputation across the organization, Azure VM standards and VM builds, issue and track all certificates through Let's Encrypt.
- I have managed five mergers and acquisitions' technology onboarding by gaining access to the new organization and leveraging tools to move data to Liquidity's tenant from Exchange, OneDrive, SharePoint, and other data necessary to fully onboard the new company.
- Third level escalation to over 30 field engineers and service technicians as well as Office365 SME and Azure infrastructure SME.
- Provide support for Active Directory, Group Policy, Rubrik Backups and Restores, VMware ESXi 6.0, Hyper-V, DNS, DHCP, Terminal Servers, Azure Backups and Restores, PowerBI, all cloud virtual servers Azure and AWS, Linux and Windows based, documentation, inventory, and knowledge base articles via JIRA, Confluence, and SharePoint.

Global Solutions and Technology, Inc (GSATi)

July 2014 – May 2016

Sr. Systems Engineer

Served as the customer facing senior server engineer assisting all GSATi customers with all aspects of server support including VMWare 5.5, Hyper-V, Exchange, Veeam Backups, Hosted Exchange 2013 / Office365, Active Directory, patching, and maintenance. Also responsible for third level support on desktops and mobile devices covering Windows 7/8/10, Android 5/6, iOS and Mac OSx, and any other business-related OS or device.

- Supported all GSATi customers on site and remotely as needed.
- Maintained all policy documentation for all customers including passwords, specs, inventory, and warranty status in ConnectWise and Labtech.

Imagine Communications

July 2013 – May 2014

Systems Administrator

Responsibilities included the local IT executive support of corporate headquarters as well as support for all local solutions, servers, and workstations, networks, mobile devices, and AV systems, local and remote. Supported all Windows Server 2003, 2008, and 2012 installations, patching, and deployment. Supported all IT needs of the entire Dallas office focused on the executive staff.

- Was responsible for webcasting the president's quarterly All Hands Sessions as well as other live streamed events and announcements via Polycom Capture Station and a full AV mobile system including sound, lighting, stage, backdrop, webcasting, and production.
- Designed and implemented the company-wide system and server backup strategy on Symantec NetBackup focused on all Windows operating system servers.

GENBAND

May 2010 – July 2013

Systems Administrator

Responsibilities included all critical backups, retention, availability, and integrity. Managed backups for the executive staff, finance, and developments. Responsible for all Citrix virtual systems as well as the Hyper-V and VMware server clusters. Maintained all Server 2003 and 2008 systems which included SharePoint administration, On-Prem Exchange support, system updates and patches, configuration changes, and deployments.

- Managed all server backups via CommVault and Mozy Pro including all Solaris, Windows, Linux, and UNIX systems and escalate all issues to closure.
- Point of contact setting up SharePoint sites for external customers to upload schematics and requirements for their orders.
- Provided the executive staff with solutions to exceed needs and provided documentation and training for department-wide use.
- Managed helpdesk and defined global processes to provide best customer-end solutions with available resources.

REFERENCES AND ADDITIONAL EXPERIENCE AVAILABLE AT REQUEST