



CHRISTOPHER FEYRER

Network & Security Operations Manager | Managed Services Delivery | AI Enablement

Madison, WI | Open to Remote | chris@chrisfeyrer.com | linkedin.com/in/feyrer

PROFESSIONAL SUMMARY

Network and security operations leader who stepped into technical team leadership in 2018 and full people management, hiring through compensation, in November 2021. Led 15+ engineers across concurrent teams supporting enterprise clients, and coached those engineers into direct customer engagement that drew unsolicited client praise. Ran a cross-team security remediation cycle with evidence designed to hold up to outside scrutiny, chaired a cross-functional committee through a customer portal launch, and led parallel teams on both sides of a \$2.5B acquisition. At CDW from January 2007 to July 2026, now looking to build service operations where automation handles the routine work, engineers keep the judgment calls, and customers see the difference.

LEADERSHIP & CORE COMPETENCIES

- Team Leadership & Development
- Managed Services & Enterprise Security Operations Delivery
- Remediation Ownership, Governance & Audit Readiness
- Escalation Management & SLA Accountability
- Multi-Vendor Platform Leadership: Cisco, Fortinet, Palo Alto, Aruba
- M&A Integration Support
- Cross-Team Collaboration & Executive Reporting

PROFESSIONAL EXPERIENCE

CDW (formerly Berbee Information Networks), Madison, WI

January 2007 – July 2026

Security Operations Manager (internal title: Managed Services Security Supervisor) Nov 2021 – Jul 2026

- Led a 15+ engineer security operations organization across two concurrent teams, one dedicated to a strategic enterprise account and one supporting a broad portfolio of enterprise clients (7 direct reports), with full ownership of hiring, performance reviews, compensation, and standards accountability across Cisco Firepower/ISE, Fortinet FortiGate/FortiManager/Analyzer, Aruba ClearPass, and Palo Alto firewalls
- Led one team on the CDW side and one on the Sirius side simultaneously through CDW's \$2.5B Sirius Computer Solutions acquisition (closed Dec 2021), keeping both teams delivering in parallel through the transition
- Closed the loop on security remediation, end to end: organized findings, opened and routed tickets to the teams that owned the fixes, tracked corrective actions to closure, and reported out. Ran the evidence collection so it would hold up to outside scrutiny
- Made AI use across the team safe and reviewable. Built Copilot agents, stood up a prompt governance practice with versioning and review, and created an AI framework other managers adopted for objective review inputs. Replaced manual ServiceNow reporting with Copilot-built reporting that gave engineers prioritized, actionable views against service level standards
- Coached the full engineering team on customer engagement, with engineers communicating directly with customers to reach resolution; the work drew unsolicited positive client feedback and improved customer satisfaction on the accounts they supported
- Chaired the External Communications Committee for CDW's customer portal, a cross-functional sponsored group, owning the launch timetable and messaging framework
- Decreased mean time to resolution on high-severity issues by automating escalation notifications across multiple tools with Power Automate, so engineers engaged faster
- Expanded the managed services security portfolio by debuting Aruba ClearPass support and maturing the Cisco ISE and Fortinet firewall feature offerings

- Improved incident escalation routing by rebuilding the process directly with the command center; owned service catalog and contract interpretation review alongside customer success managers
- Ran the on-call rotation and 24/7 escalation coverage using global resources
- Built the business case for team growth, adding three senior engineers and an additional resource to a financial services account team

Managed Services Network Engineer III, Team Lead

Jul 2018 – Nov 2021

- Served as Technology Owner for Cisco Route/Switch, then handed off switch ownership to develop CDW's Palo Alto firewall managed services offering and take on Technology Owner for Palo Alto firewall/Panorama; later built Okta/SAML VPN authentication and VPN infrastructure across managed platforms
- Raised process quality through ServiceNow and ScienceLogic statistical analysis; trained junior engineers and matured CDW's service catalog offerings; led customer-facing triage for high-visibility cloud and data center customers
- Ran the Managed Services town hall program from 2019 to 2021, producing the organization's all-hands events and coaching presenters from across the organization

Network Engineer II

Mar 2011 – Jul 2018

- Resolved managed services incidents as the escalation point across the full range of enterprise network technologies, independently coordinating hardware and software fixes
- Delivered managed services enrollment projects end to end for large and mid-size enterprise clients: customer-facing architecture overviews, implementation design decisions alongside senior engineers and customers, and an influential role templating and documenting standards for future enrollments

Unix Systems Engineer II & i-Series Queue Lead

Oct 2009 – Mar 2011

- Built second-level support and training capability for IBM Series i (Power Systems), AIX, Linux, and Solaris across corporate clients

Generalist L2 Operations Engineer

Jan 2007 – Oct 2009

- Delivered SLA-bound second-level technical support for data center clients, including problem resolution and technical change implementation, supporting co-located and managed servers and networks across Cisco networking, Windows, and Unix platforms, with security work throughout

Pre-CDW Experience

IT Manager, Nonn's Flooring Inc.

Jul 2003 – May 2005

- Ran the sole IT function for a four-location company with 60+ users end to end, covering servers, LAN, Active Directory, and networking. Closed a reporting gap the software vendor couldn't by learning FileMaker Pro and building the reports directly, then led the transition to an AS/400 turnkey inventory system. Hired to fill what would normally be two roles: network administration and financial software programming

Data Architect, The Shop Consulting

Apr 2006 – Nov 2006

- Materially improved client uptime by stabilizing a failing internal Windows Server 2003 environment and standing up a co-located Windows Server 2003 environment for a client; added spam filtering and antivirus protection; delivered SQL and ASP/VBScript development for internal and client-facing applications

INDEPENDENT PROJECT

- BubbleFacts, open-source desktop app (Sept 2026 – present). As maintainer, took it through the full software development life cycle with an AI coding agent writing the code: requirements, review and testing of every change, automated checks, 14 releases.

EDUCATION & CERTIFICATIONS

- BA, University of Wisconsin–Whitewater. Individually Designed Major, Multimedia Communications. Music minor.
- Cisco Certified AI Technical Practitioner, Cisco (2026)
- CISM, sitting the exam in November 2026
- Cisco AI Business Practitioner learning path, Cisco (2026)
- ITIL Foundation; Lean Six Sigma, Yellow and White Belt; Switchgear Leadership Program, CDW (2026)
- Prior certifications: Cisco CCNA, Palo Alto PCNSA and ACE, F5 CA BIG-IP, CompTIA Linux+, Cisco Meraki