CHRISTOPHER PRATT

IT Director | MSP Operations, Cybersecurity & Service Delivery | 13 Years Leading Multi-Client IT

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PROFESSIONAL SUMMARY

IT leader with 13 years running technology operations, cybersecurity and service delivery, including 8 years in MSP management and director roles. Trusted vCIO to owners and executives, combining business growth, security governance and AI-driven automation. Open to on-site, hybrid and remote roles.

SELECTED ACHIEVEMENTS

- **$2.4M ARR, 95%+ retention:** 50+ clients, 1,200+ endpoints; $150K–$200K added annual project revenue.
- **Zero-loss acquisitions:** Integrated two acquired MSPs in 5–10 days each with zero disruption or client loss.
- **Security track record:** Zero confirmed breaches in 2 years; 24-hour restore after 32TB ransomware attack.
- **AI operations platform:** Built a Claude-powered automation platform saving 10–15 engineer hours weekly.
- **Cost and cloud:** Cut vendor costs 37.5% (~$96K per year) and delivered 30+ client cloud migrations.

CORE COMPETENCIES

Leadership: IT Strategy & Roadmaps · vCIO & Quarterly Business Reviews · Budget & Vendor Management · Revenue Growth · M&A Integration · Hiring & Team Development · PMO

Service Delivery & MSP Platforms: ITSM/ITIL · SLA Management · Change Control · On-Call & Escalation · PSA: Autotask, ConnectWise, Kaseya BMS · RMM: N-able N-central, NinjaOne, Kaseya VSA, Datto RMM · IT Glue

Security & Resilience: Security Governance (NIST CSF) · Cyber Insurance Readiness · Vulnerability Management · Penetration Testing · Incident Response · BC/DR & Tabletop Exercises · IAM (Entra ID, AD, MFA, Conditional Access) · EDR/MDR/XDR (SentinelOne, Adlumin, Microsoft Defender) · SOC 2 · ISO 27001 · HIPAA · PCI DSS

Platforms & AI: Microsoft 365 · Azure · AWS · Google Cloud · Intune · Cove Data Protection · AI Operations (Claude, ChatGPT) · Python · PostgreSQL · REST APIs · PowerShell

Industries Served: Healthcare · Finance · Legal · Education · Architecture · Hospitality

PROFESSIONAL EXPERIENCE

Director of IT

Feb 2023 – Oct 2026

Team Solutions Group · Santa Barbara, CA

Managed service provider · 20 employees across 3 locations · 50+ clients

OPERATIONS & GROWTH

- Delivered service across 1,200+ endpoints and ~1,000 tickets per month with a 60-minute average first response and 95% SLA compliance against 4-hour emergency and 24-hour Level 1 commitments.
- Retained 95%+ of clients in a ~$2.4M ARR (~$200K MRR) portfolio and generated $150K–$200K in additional annual project revenue through security, cloud and infrastructure recommendations.
- Served as vCIO for 20+ clients, leading quarterly business reviews, annual IT budgets and technology roadmaps with owners and executives.
- Integrated two acquired MSPs with zero client loss, consolidating Microsoft 365 tenants, RMM, PSA, documentation and EDR/MDR/XDR platforms and eliminating redundant vendor contracts.
- Cut internal vendor costs 37.5% (~$96K per year) by consolidating the software stack across PSA, RMM, documentation, email security, cybersecurity and cloud services.
- Built a Python AI operations platform linking Claude with N-able N-central and Autotask to analyze endpoint telemetry, recommend fixes, auto-route tickets and power client dashboards, saving 10–15 hours a week.

SECURITY & RESILIENCE

- Delivered two consecutive years with zero confirmed breaches across managed clients through a NIST-aligned governance program, standardized workflows, EDR/MDR/XDR protection and an AI usage policy.
- Spearheaded a December 2024 ransomware recovery for a 200+ employee, 4-location architecture firm (32TB), directing 3 engineers; restored operations in 24 hours and fully recovered in 7 days.
- Prepared clients for ISO 27001, SOC 1, SOC 2 Type II, HIPAA and PCI DSS audits: 10 passed formal audits and all others had zero major findings.
- Qualified 5 clients for cyber insurance and secured renewals through security assessments, insurer questionnaires and control-gap remediation.
- Ran quarterly penetration tests for every client (vPenTest by Vonahi Security) alongside ongoing vulnerability management and SentinelOne, Adlumin MDR and Microsoft Defender monitoring.
- Designed disaster recovery and business continuity plans with immutable local and cloud backups and standby images, validated through tabletop exercises and recovery tests with Cove Data Protection (DRaaS).

LEADERSHIP & PROCESS

- Owned a $250K annual technology budget and 5–10 concurrent modernization, cloud and security projects, including 20+ client cloud migrations, with weekly reporting to senior leadership.
- Supervised 3 direct reports and hired 10+ engineers, promoting 2 to Senior Engineer and 1 to IT Project Manager; ran the on-call rotation as primary escalation point.
- Created a required onboarding portal for new engineers (videos, documentation, assessments) that cut onboarding time and built proficiency in procedures and tools; ran monthly training.

IT Manager 2020 – Feb 2023

Latitude 34 Technologies Inc · Santa Barbara, CA

Managed service provider · 40–50 clients

- Managed IT projects for 40–50 clients as their primary contact using ConnectWise Manage and Kaseya VSA/BMS, and supervised 5 direct reports.
- Maintained a 60-minute average first response and 95% SLA compliance against 4-hour emergency and 24-hour Level 1 commitments.
- Partnered with the President on a $200K annual technology budget; evaluated vendor proposals and advised on cost, security and efficiency trade-offs.
- Delivered 10 on-premises-to-cloud migrations and infrastructure deployments across Microsoft 365 and Google Cloud, including cross-platform tenant migrations.

IT Senior Support Engineer · Latitude 34 Technologies Inc Dec 2018 – 2020

- Top escalation engineer and mentor to junior staff; led cloud migrations, database administration, EDR/MDR deployments, DR implementation and monitoring, and security incident response.
- Built environment-hardening procedures and best practices documented in IT Glue, and rewrote all client onboarding documentation around one common process.
- Rebuilt the company website (Next.js, Tailwind CSS, PHP, MySQL) with an integrated PSA customer portal.

Founder & IT Consultant Jan 2013 – Nov 2018

IT Valhalla · Santa Barbara, CA

Independent IT consultancy serving small and mid-sized businesses

- Founded and ran an IT consultancy for 20–25 SMB clients (relationships up to 5 years): Windows Server, Active Directory, networks, firewalls and security, plus web apps and databases in C#, .NET, PHP and SQL.

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- ITIL Foundation (Version 5) — In Progress · Project Management Professional (PMP) — In Progress
- Kaseya University & N-able U training: RMM, PSA, IT Glue, SentinelOne, Adlumin, BullPhish ID, Dark Web ID