

CHARLES PENN

Phone: 269-243-8013

Expertise in: Infrastructure, Cybersecurity, IAM, Business Continuity, & Manufacturing IT

Bluffton, IN | Battle Creek, MI | Remote

US Citizen | Eligible to work in the US

PROFESSIONAL SUMMARY

Results-driven IT/OT professional with over a decade of experience in 24/7 manufacturing support, regulated environments, and cybersecurity operations. Expert in virtualization engineering (VMware ESXi, Horizon, Citrix), identity and access management (IAM), and Purdue Model-based OT security. Proven ability to align IT infrastructure with business continuity planning (BCP), disaster recovery (DR) testing, and compliance frameworks including CIS18 Controls, SANS Top 5, JSOX, FDA, and GMP. Skilled in IT project management, vendor management, and SOP development for mission-critical systems. Known for operational integrity, technical leadership, and strategic planning in manufacturing environments.

CORE COMPETENCIES

Infrastructure & Virtualization: VMware ESXi, VMware Horizon, Citrix XenApp, Citrix XenDesktop, Virtual Desktop Infrastructure (VDI), Hybrid Cloud Infrastructure, Nimble SAN, Veeam Backup & Replication, Windows Server Administration, Server & Storage Engineering, Linux Administration

Cybersecurity & Compliance: OT Cybersecurity, Purdue Model Architecture, SANS Top 5, CIS18 Controls, FDA/GMP/JSOX Compliance, Risk Management, Vulnerability Remediation, Cyber Security Incident Response Planning (CSIRP), Incident Response, Identity Governance (IGA), Zero-Trust Architecture

IAM & Networking: Active Directory (AD), Group Policy Management (GPO), Identity & Access Management (IAM), Multi-Factor Authentication (MFA), Single Sign-On (SSO) Integration, DNS/DHCP Management, VPN Administration, Network & Security Administration

Manufacturing & Regulated IT: Plant IT/OT Operations, 24/7 Manufacturing Support, ERP Systems (Sage 300, Industrios, Mpulse), Regulated Environment Operations, Change Management, Quality & Compliance Documentation, Industrial Control Systems Support

Project & Service Leadership: IT Project Management, Cross-Functional Leadership, Vendor Management, Service Level Agreement (SLA) Development & Enforcement, Lifecycle Planning, IT Service Delivery, Technical Documentation, Standard Operating Procedure (SOP) Development, Knowledge Base Management

Systems & Development: Systems Analysis, Workflow Optimization, SQL Server Administration, Dataflow Automation, Business-IT Alignment, Continuous Improvement

PROFESSIONAL EXPERIENCE

Cordia – Sr. Plant IT/OT Operations | Remote, Phoenix, AZ

Nov 2024 – Nov 2025

Cybersecurity & IT Infrastructure Management Team

- **Directed OT Cybersecurity and Plant IT/OT Operations within a Purdue Model Architecture for industrial control systems.**

- Ensured compliance with SANS Top 5 and CIS18 Controls, managing risk assessments and vulnerability remediation across IT/OT assets.
- Developed and enforced Standard Operating Procedures (SOPs) and disaster recovery (DR) plans as part of enterprise business continuity planning (BCP).
- Led IT project management initiatives for infrastructure upgrades and change management processes in a regulated environment.
- Conducted vendor risk assessments and ensured Service Level Agreement (SLA) compliance for outsourced services.
- Maintained operational integrity through strategic planning and continuous improvement of security postures.

Denso Manufacturing Michigan – North American IT Services, Server/Storage Team | Battle Creek, MI
July 2018 – Nov 2024

DMMI Systems Administrator / IT Specialist

- Engineered and maintained a large-scale Virtual Desktop Infrastructure (VDI) using VMware Horizon and VMware ESXi, supporting 24/7 manufacturing operations.
- Administered Active Directory (AD) and Group Policy Management (GPO) across North American sites, improving identity and access management (IAM) security.
- Managed Windows Server Administration, Nimble SAN storage, and Veeam Backup & Replication for disaster recovery (DR) preparedness.
- Provided IT service delivery and problem resolution using ITIL-aligned ticketing systems, ensuring SLA enforcement.
- Supported Enterprise Resource Planning (ERP) systems including Sage 300 and proprietary manufacturing software.
- Performed systems analysis and workflow optimization to improve manufacturing IT efficiency.

Denso Manufacturing / Denso Air Systems Michigan – Systems Administrator / IT Specialist | Battle Creek, MI

Jan 2013 – July 2018

- Served as sole IT lead for 200+ users across 3 facilities, ensuring JSOX compliance in a regulated automotive manufacturing environment.
- Built and managed a virtualized infrastructure using Citrix XenApp, Citrix XenDesktop, VMware ESXi, and Nimble SAN.
- Owned disaster recovery (DR) and business continuity planning (BCP), implementing Veeam Backup & Replication and storage snapshots.

- Developed comprehensive technical documentation, SOPs, and knowledge base articles for IT and compliance audits.
- Administered SQL Server databases, DNS/DHCP, and VPN systems for multi-site connectivity.
- Demonstrated technical leadership through cross-functional collaboration and customer service excellence.

CERTIFICATIONS

- CompTIA A+ Certification
- CIW Associate

EDUCATION

Ivy Tech Community College – Fort Wayne, IN
Computer Information Systems – Programming Specialty
Accumulated GPA: 3.0 | 34 Credits

Indiana Wesleyan University – Fort Wayne, IN
100 Credits toward BSBA (Business Administration)
Accumulated GPA: 3.2

International Business College – Fort Wayne, IN
Associate Degree in Accounting
Graduated: Oct 1994 | GPA: 3.32

CONTACT & ONLINE PROFILES

Primary Professional:

LinkedIn: [linkedin.com/in/charles-penn-628b4b18](https://www.linkedin.com/in/charles-penn-628b4b18)

Email: charles@charlespenn.net

Portfolio: charlespenn.net

Technical & Community:

GitHub: github.com/cpenn1776

Twitter/X: x.com/cpenn1776

Discord: discord.gg/7VVhgVEq

Telegram: t.me/charlesapennjr

Social Media:

Facebook: facebook.com/charlesapennjr

Instagram: instagram.com/charlesapenn

TikTok: tiktok.com/@charlesapennjr

Scheduling & Networks:

Calendly: calendly.com/charles-charlespenn/30min

Manufacturing IT Group: linkedin.com/groups/25827

VMware User Groups: meetup.com/topics/vmware

IWU Alumni Network: linkedin.com/school/indiana-wesleyan-university