ANDREA HADDAD

Tampa, FL
-Email me on Indeed: http://www.indeed.com/r/ANDREA-HADDAD/c63f8c7f6040ceb5

Professional Summary

I am a dynamic and results-oriented IT executive with over 18 years of experience in driving technology transformation and innovation across global enterprises. With a proven track record in aligning technology strategies with business objectives, I specialize in leveraging emerging technologies such as AI/ML, cloud, and DevOps to fuel business growth and operational excellence.

Throughout my career, I have led large-scale IT initiatives, optimized IT infrastructure, and built robust infrastructure frameworks that enable scalable, future-proof solutions. My expertise spans across cloud strategy, digital transformation, enterprise architecture, and network, infrastructure and cybersecurity management, while consistently fostering a culture of continuous improvement and innovation.

As a strategic leader, I excel at managing cross-functional teams, optimizing budgets, and driving performance through effective vendor partnerships. I am passionate about empowering organizations to thrive in today's rapidly evolving digital landscape. My leadership philosophy is rooted in collaboration, agility, and delivering tangible business value through technology.

Work Experience

DIRECTOR GLOBAL NETWORK OPERATIONS AND INFRASTRUCTURE ARCHITECTURE (Promoted)

Curia Global-Albany, NY

April 2023 to Present

• Spearheaded the development and execution of IT infrastructure strategies (LAN/WAN/SAN, Voice, Security, Compute, Backup, Disaster Recovery, Virtualization) aligning with business goals and technology trends, overseeing a $10M+ budget and achieving 30% cost savings through vendor negotiations and process optimizations.

• Led hybrid cloud migration, reducing data center costs by 20% and increasing system scalability.

• Championed a 5-year infrastructure roadmap, cutting service downtime by 45% and improving operational efficiency by 35%.

• Developed and implemented Business Continuity Plans (BCP) and Incident Response Strategies, ensuring robust risk mitigation and enhanced organizational resilience.

• Fostered a culture of enterprise architecture by establishing and chairing the Architecture Committee, aligning architectural standards across business and IT teams.

• Influenced decision-making by communicating infrastructure technology trends to Technical Teams and C level executives.

• Collaborated with C-level executives, to align IT investments with strategic business objectives.

Director Global Network Operations

Curia Global-Albany, NY

November 2021 to April 2023

• Directed a global network operation across USA, Europe, and Asia, standardizing and securing 4000+ physical and virtual networks.

• Led network optimization projects that reduced operational downtime by 20% and improved network performance by 15%.

• Drove the integration of IT/OT architecture, improving inter-departmental collaboration and workflows by 40%.

• Enhanced vendor relationships, reducing operational costs by 10% and ensuring continuous service innovation.

• Developed and implemented SOPs for network operations, leading to a 30% increase in operational efficiency.

• Enhanced vendor relationships, ensuring continuous innovation and performance improvement across network operations, reducing operational costs by 10%.

SERVICE DELIVERY AND ASSURANCE MANAGER (Promoted)

GlobalCom Holding s.a.l

February 2019 to September 2021

• Founded and led the Service Delivery and Assurance Department, driving alignment between IT and business goals, resulting in a 20% increase in customer satisfaction.

• Improved ITIL best practices, reducing service delivery time by 25% and increasing SLA adherence to 95%.

• Developed and deployed an AI-powered chatbot for the service desk, reducing manual effort by 30% and improving response times by 50%.

• Introduced DevOps practices (Docker, Kubernetes, ELK Stack), reducing manual workflows by 35% and streamlining service delivery.

• Played a pivotal role in developing and implementing an incident response strategy, improving response times by 40% and ensuring service continuity during critical disruptions.

Network Operations Manager

Senior Network Architect

(Promoted) Fairpoint Communications

Data Network Planner

Fairpoint Communications

SR. Network Engineer

Polycom

Network Support Engineer

Thomson Reuters

Network Engineer Intern

Orange Business Services

Software Designer

S.&A.S company

Education

OXFORD in Executive leader

Oxford University

MASTER'S in COMPUTER & TELECOMMUNICATIONS ENGINEERING

Antonine University

BACHELOR'S in SCIENCES

OPTIONS: ELECTRONICS Lebanese University

Skills

- key performance indicators (KPIs) measurement
- Cisco Switches
- DNS
- Business and IT Liaison
- Zabbix
- Cisco IOS
- Load Balancers
- IAM
- Microsoft Visio
- ControlBoy
- IT Governance
- Dameware
- IT Operations
- Transformational Leadership
- Collaboration and coaching
- Network security
- IT Service Management
- Software Defined WAN (SDWAN)
- Scrutinizer
- Disaster Recovery
- SWG
- Cisco wireless
- ManageEngine
- Troubleshooting
- Netcool
- SLAs
- ThousandEye
- budget
- NGFW
- PaaS
- Cloud computing (AWS)
- Chatbot
- Risk Management
- Network and Infrastructure Strategy
- Language C
- Programing
- Milestone Driven Roadmaps
- CCP.

- Algorithm
- Asset management
- Data Science
- Service lifecycle
- Data Center and Cloud infrastructure
- ADFS.
- Remote Access Services/VPN
- C++
- GeoOp
- Kibana
- Business Continuity.
- Continual Service Improvement CSI critical success factors (CSFs)
- SSO
- Aruba
- Infrastructure assessment
- Quality Assurance
- Document Management
- Analytical Skills
- Cisco Routers
- Redhad Fedora Solaris
- OVM
- Cloud-Based Networking including Virtual Networks
- Cybersecurity compliance
- Contract negotiations
- Metasolv Client
- Presentations
- WAFs.
- Wired and Wireless management
- Oracle
- Languages: English, French and Arabic.
- Juniper Junos, Juniper switches and routers.
- Tenable
- Vendor management
- Telecom wireless and wireline technologies. Modems, Voice and video over IP, Microcontrollers
- IaaS
- syslog
- Cloud platforms
- SaaS
- Nutanix
- ServiceNow

- Elk
- Vendor Management
- Lotus notes (Kaboom, Ponds)
- Software Defined Network (SDN) and Cisco DNA.
- IT/OT architecture design
- Standardization
- IDS/IPS
- Network & Infrastructure Operations
- Carrier Ethernet
- Network Flow Logs
- SASE.
- CAPEX
- next generation Firewalls
- Cloud WAN
- Financial management
- redmine
- Microsoft Windows
- Web Editor
- Keil MicroVision
- Mplab
- Compute and storage: HPE, TrueNas Pure
- Procurement management
- Global IT Infrastructure Management
- Strategic thinking
- Linux
- Web Content Filtering (Umbrella). Content Delivery Networks like Cloudflare, CloudFront, Imperva.
- Talent and Resource management
- VPN Gateway
- Private Links
- Cisco
- ITSM/ITIL practice management (Incident, Problem, Change and Project)
- IT Framework (NIST, ISO 97001)
- Data qualification
- MFA with Duo
- Traffic Manager/Route 53
- Dataman programmers
- Ubiquity Wireless.
- Workforce
- Asset inventory/CMDB
- Private Endpoints

- Proviso
- Product evaluation
- HP6809
- Knowledge management: SharePoint and openKM
- Cisco Firewalls
- Process improvement
- OTRS
- SQL
- AWS
- Programming
- Express Routes
- PHP, HTML and MYSQL
- Global architecture
- Cacti
- Solarwind
- DevOps (Docker, Kubernetes, ELK stack)
- OPEX
- VPN
- Trapeze
- Telecommunications and VoIP
- C#
- DevOps
- FreeBSD.
- Vmware
- Global Team Leadership
- Quality control
- Executive communication
- AD
- Microsoft office
- Service delivery
- OpenKm
- IOS XR
- expense track and P&L. Multi-Vendor Technologies
- Knowledge of UNIX
- Jira
- Knowledge management
- Service knowledge management system (SKMS)
- Cloud computing and AI/ML knowledge
- data analytics
- Leadership

- Agile
- AI
- Product management
- Project management
- Team management
- Analysis skills
- APIs
- Management

Links

https://www.linkedin.com/in/haddadandrea

Certifications and Licenses

CCDA

CCNA

AWS Certified Cloud Practitioner – Foundational

CCDP

CCNA Routing & Switching

ITIL Certification

CCNP