

****Andy White****

****Contact Information:****

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****Summary:****

Experienced Programming Manager II in the telecommunications industry with a strong background in IP, broadband, VoIP, system architecture, networking, and management. Currently leading a team of 40+ analysts, developers, and QA for Windstream Online customer portal and mobile application development and support. Seeking new challenges to build out and manage state-of-the-art services and lead a top team in the industry.

****Work Experience:****

****Programming Manager II - Windstream Online** (2014-Present)**

Charlotte, North Carolina, USA

- Manage and mentor a team of 40+ analysts, developers, and QA for development and support of Windstream Online customer portal, mobile applications, and internal systems.
- Collaborate with cross-functional teams to design, develop, and implement new features and enhancements.
- Implement Agile Development methodologies to improve team productivity and efficiency.
- Ensure adherence to IT Service Management best practices for incident management, problem management, change management, and service level agreements.
- Lead project management efforts for large initiatives, including planning, scheduling, budgeting, and resource allocation.

****Industry:** Telecommunications**

****Company:** Windstream Communications**

****Location:** Charlotte, North Carolina, USA**

****Website:** windstream.com**

****Size:** 501-1000 employees**

****Founded:** 2006**

****Skills:****

- Telecommunications
- IP, broadband, VoIP
- System architecture
- Networking, network architecture
- Management
- Wireless, Ethernet
- Integration
- Network engineering
- IPTV, Docsis
- Product management
- TCP/IP, Project management
- Leadership, Team leadership
- MPLS, Startups
- Vod, Sip
- Computer network operations
- SNMP, Software project management
- Cable modems
- Unix, Linux
- IT management
- System administration
- Network administration
- DHCP, Identity management
- Tivoli Access Manager, Tivoli Identity Manager
- Wifi, IP networking

- Engineering management
- IT strategy
- Email hosting
- Network provisioning
- DNS, SAML, LDAP
- Unified messaging, Unified communications
- ITIL, SOA, eCommunications

****Education:**** (If applicable)

****Certifications:**** (If applicable)

****Languages:**** (If applicable)

****References:**** Available upon request.