

ANDREA CARELLA

PERSONAL DETAILS

Country of Residence: Italy
Telephone: +39 349 2698118
Nationality: Italian
Date of Birth: 14 March 1987

Gender: Male
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ACADEMIC BACKGROUND

- 2010-2011 King's College London, London, UK**
Master in Computing and Security (degree not awarded)
Masters course interrupted in March 2011 to accept an overseas position with IBM as full time employee with a permanent contract.
- 2006-2010 Newbury College, Boston, Massachusetts, USA**
Bachelor of Science in Computer Science
Three times on the Dean's List of highest achieving students (Twice with Honors)
Grade Point Average (GPA): 3.42 out of 4.0 (Graduated "Cum Laude")
- 2005-2006 New England School of English, Cambridge, MA, USA**
NESE Diploma of English as a Second Language
One-year intensive course in academic English, in preparation for US university entry.
- 2000-2005 Liceo Scientifico T. Monticelli, Brindisi, Italy**
Diploma di Maturità (Italian High School / Secondary School Diploma)
Focus on scientific subjects: Mathematics, Physics, Biology, Chemistry, and IT.

PROFESSIONAL EXPERIENCE

- Jan2023-date Allot, Milan, Italy**
Professional Services Engineer
Covering EMEA regions for the project management and deployment of Allot Deep Packet Inspection (DPI) solutions for the monitoring, shaping and reporting of network traffic.
- May2016-Dec2022 Lantech Longwave S.p.A., Milan, Italy**
Deep Packet Inspection Engineer
Design, organization, and creation of documentation related to projects and activities for what concerns the Eolo, Linkem and Vodafone mobile and fix network. Creation and management of the Network Policies of the Eolo, Linkem and Vodafone mobile and fix network. Installation, maintenance, management, analysis and resolution of faults (first, second and third level support) occurring on Deep Packet Inspection (DPI), Allot, based devices and on Linux servers running Allot software.
Basic Anti-DDOS (Arbor/Radware) and DNS (Infoblox) analysis and troubleshooting.

- Aug2012-Apr2016 AT&T, Brno, Czech Republic**
Senior Associate, Network Services Provisioning
 Monitoring, analysis and resolution of faults occurring in the mobility network elements.
 Ensure timely resolution of mobility network related faults and troubles.
 Troubleshooting issues on Android, iPhone and BlackBerry devices.
 Create, track, update, close CTS tickets for alarming and outages.
 Set up, and direct, bridge calls for troubleshooting purposes. Management of a small team of five people.
- Apr2011-Jul2012 IBM, Brno, Czech Republic**
System Backup Administrator
 Monitoring, Analysis and Resolution of faults occurring during Backups on unix and windows servers. Backup troubleshooting, Backup server management, Storage management, Scratch volumes management, Tivoli Storage Manager, Citrix, Disaster Recovery. Tracking issues via Remedy ticketing system.
- Feb-Mar2010 Exxon Mobil, Brindisi, Italy**
Analyst Programmer (Internship)
 Development of a piece of software, in Visual Basic for Applications, for the automatic generation of documentation related to machinery troubleshooting.

CERTIFICATIONS

- Allot Certified Technical Engineer (ACTE) - Enterprise
- Allot Certified Technical Engineer (ACTE) - Communications Service Provider (CSP)
- Allot Certified Product Professional (ACPP)
- Certified DDoS Secure Administrator (CDSA)

SKILLS

- **Languages:** bilingual in English and Italian
- Extensive knowledge of DPI, Allot, based devices
- Extensive knowledge of ticketing system tools (for opening, tracking, and closing trouble tickets)
- Extensive knowledge in managing conference/bridge calls
- Extensive experience in team work
- Good knowledge of Windows OS, Linux OS, iOS and Android OS
- Good knowledge of Linux servers
- Good knowledge of Microsoft Office
- Fair knowledge of Anti-DDoS (Arbor/Radware)
- Fair knowledge of DNS (Infoblox)
- Fair knowledge of Bash Scripting
- Fair knowledge of IT penetration testing tools
- Fair knowledge of VB.NET
- Fair knowledge of video editing softwares
- Can learn quickly anything else related to computers/IT
- Experience in leading a small group of people
- **Other skills:** Organization, communication, team work, troubleshooting

REFERENCES

Perry Nakar (Customer Success and Operation Manager)
 Allot
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Michele Barattini (Senior Network Engineer)
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