

ANDREA CARELLA

PERSONAL DETAILS

Country of Residence: Italy
Telephone: +393492698118
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")
- 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

- Sep2024-date** **TIM S.p.A., Milan, Italy**
Pre Sales ICT Solution Design Engineer
Design and implementation of ICT solutions for top-tier customers in both the public and private sectors across northwest Italy.
Some of my duties include:
- Responding to tender notices with comprehensive and competitive proposals
 - Designing optimal ICT solutions tailored to specific customer needs
 - Coordinating internal and external stakeholders to ensure the delivery of customized high-quality proposals aligned with client expectations
- Jan2023-Aug2024** **Allot, Milan, Italy**
Professional Services Engineer
Covering EMEA region for the project management and deployment of Allot Deep Packet Inspection (DPI) solutions for the monitoring, security, shaping/QoS, network policy management and reporting of network traffic. Some of my duties include:
- Conduct meetings with customers
 - Design the most suitable solution for the customer
 - Prepare Manual of Procedure (MoP) documentation
 - Deploy, in production environment, the offered solution
 - Guide external stakeholders during the cut over phase
 - Interacting with internal and external stakeholders in order to meet the SLA
- Pieces of Software used on daily basis: Clarizen and Salesforce
- May2016-Dec2022** **Lantech Longwave S.p.A., Milan, Italy**
Senior Network 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 occurring on Deep Packet Inspection (DPI) Allot based devices, on Linux servers running Allot software, DNS (Infoblox) devices, Anti DDoS (Allot, Arbor and Radware) devices and load balancing (F5) devices. Collaboration with vendors and end customers for the deployment of complex projects. Mentoring and leading a group of four people.

Aug2012-Apr2016 AT&T, Brno, Czech Republic

Network Engineer and Team Leader

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 team of six 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

- Bilingual in English and Italian
- Extensive knowledge of DPI, Allot, based devices
- Extensive knowledge of Linux servers
- Extensive experience in teamwork
- Can learn quickly anything else related to computers/IT
- Experience in leading a small group of people
- **Other skills:** Organization, communication, troubleshooting, project management, sales

REFERENCES

Perry Nakar (Assistant Vice President)
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Michele Barattini (Telco&Media Team Supervisor)
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