# Scott Haight

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#### **Professional Profile**

Senior Network Engineer and Global Network Operations Leader with more than a decade of experience designing, operating, and modernizing large-scale enterprise networks across the Americas, EMEA, and APAC. Known for building high-performing teams, driving automation with tools like Ansible and Python, and aligning network strategy with business goals to improve uptime, security, and customer experience.

# Core Strengths

- Global network operations leadership and 24/7 support
- Incident response, reliability engineering, and MTTR reduction
- · LAN/WLAN design, migration, and standardization at scale
- Automation and scripting (Ansible, Python, enterprise tooling)
- · Servant leadership, staff coaching, and career development
- Budget ownership, vendor management, and cross-functional alignment

# Recent Experience Highlights

#### Ingram Micro - Senior Manager, Global Network Operations (2023 - Present)

Leads a distributed team of ~55 engineers across the Americas, APAC, and EMEA supporting more than 200 sites. Implemented automation for asset discovery and incident alerting, improving mean time to recovery and enabling greater consistency in operations. Owns and manages a global networking budget exceeding \$25M, ensuring cost transparency and alignment with business priorities.

#### Manager, Global Network Operations – AMER (2022 – 2023)

Managed a U.S.-based operations team responsible for critical production environments. Rewrote key operational procedures and tightened incident workflows, significantly reducing recovery times and improving handoffs with global counterparts.

#### Lead / Principal / Senior Network Engineer (2021 – 2022)

Standardized LAN/WLAN equipment and configurations, performed large-scale inventory audits using Ansible, and led integration work following regional acquisitions. Developed troubleshooting runbooks and documentation that strengthened network stability and knowledge sharing across teams.

#### Network Engineer & Site Support Leadership (2016 – 2021)

Owned network and end-user support across multiple warehouse locations, driving proactive maintenance, asset tracking, and device lifecycle management. Introduced improved printer and RF device strategies that reduced incidents and supported operational throughput.

### Military & Technical Foundation

United States Army communications and IT background, serving as Unit Communication NCO and LAN Manager/IT Specialist. Managed secure networks, communication systems, and critical infrastructure in demanding operational environments, while mentoring soldiers and ensuring mission readiness.

## **Education & Professional Development**

**Southern New Hampshire University (SNHU)** – Bachelor of Business Administration (in progress)

**SNHU** – Master's in Information Technology Management (in progress, expected 2027)

**U.S. Army** – Information Technology Specialist (25B), Distinguished Honor Graduate; Signal Support Systems Specialist (25U), Honor Graduate

Completed IT-focused secondary and vocational education with coursework aligned to CompTIA A+, Network+, and Cisco CCNA.