

# ALEX TRUESDALE

Network Operations Leader | Claude Certified Architect

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## SUMMARY

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Network deployment and operations leader with 20 years in the field. Stood up Aerwave's points of presence in 14 colocation data centers, owning circuit delivery, cross connects, network install, and structured cabling through each site turn-up, then ran circuit delivery and live network operations for a national platform of roughly 200 communities and 60,000 units. Carried procurement for the full material base, hardware, switches, optics, cabling, and circuits, working lead times and vendors so material landed ahead of the install crews. Eight years of project and program management behind that, including enterprise data center builds, migrations, and multi-site rollouts. PMP, CCNA, and ITIL certified, and a Claude Certified Architect (Anthropic).

## CORE AREAS

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**Network deployment:** Colo site turn-up, carrier circuit delivery and turn-up, cross connects, structured cabling, switch and AP deployment, RMA

**Material readiness:** Hardware, optics, cabling, and circuit procurement; vendor and distributor management; lead time and shortfall tracking against install dates

**Program management:** Turn-up scheduling, cross-team dependency management, delivery-to-operations handoff, launch QC and acceptance, status and KPI reporting

**Operations:** NOC and 24/7 monitoring, incident and problem management to closure, dispatch, uptime and MTTR

## EXPERIENCE

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**AERWAVE** | National managed connectivity platform for multifamily | Chicago, IL / National

*Roughly 200 communities and 60,000 units. Acquired by Gigstream in September 2026; role eliminated in the post-merger consolidation.*

- **Colo site activations.** Stood up Aerwave's points of presence in 14 colocation data centers, owning circuit delivery, cross connects, network install, and structured cabling through each site turn-up.

### Director of Network Operations

Jan 2024 – Sep 2026

- Owned NOC, circuit operations, and dispatch for live service across the national portfolio.
- Ran circuit provisioning and turn-up, holding carriers to delivery dates, service quality, and cost. Removed roughly \$1M per year in circuit operations spend through carrier rationalization, contract renegotiation, and elimination of redundant and orphaned circuits.
- Ran the operating rhythm on uptime, MTTR, and dispatch quality, with weekly KPI review setting the next week's priorities, and wrote escalations that stated the problem, the evidence, and the decision needed.
- Owned the post-install operating model: 24/7 monitoring, first-touch dispatch, RMA, and problem management, holding chronic issues open with corrective actions until the site stabilized.
- Fed live defect data back into upstream implementation standards, so recurring faults were engineered out at build instead of absorbed by operations after handover.

### Service Delivery Manager

Oct 2022 – Jan 2024

- Took signed deals through engineering, circuit delivery, install, and launch into live operations, leading the engineering and circuit delivery team.
- Ran procurement for 12 months across the full material base, covering network hardware, switches, optics, cabling, and circuits. Managed vendors and lead times and tracked shortfalls against committed install dates so material landed ahead of the install crews.
- Partnered with PMO and construction partners so every site carried a plan, an engineering path, and a clean handoff to operations, with launch QC as the acceptance gate before a site went live.
- Ran the delivery cadence: owner calls, daily standups, project planning, resource prioritization, schedule adjustments, and roadblock removal across engineering, construction, and field partners.

### **Network Operations Center Manager**

**Apr 2017 – Sep 2022**

- Led the Cook County NOC, owning uptime and incident management for hospital, correctional, and courthouse networks serving one of the largest county governments in the United States.
- Ran to enterprise MSP standard: ticketing, SLAs, capacity planning, incident command, and post-incident follow-through.

### **Project Manager**

**2013 – 2017**

- Delivered data center builds, migrations, greenfield deployments, and multi-site rollouts for large enterprise clients, spanning routing and switching, wireless, unified communications, data center infrastructure, and security.
- Served as the customer-facing delivery lead on every engagement, running scope, schedule, and escalation from kickoff through turnover.
- Carried program management responsibility across related project portfolios, coordinating engineering resources, sequencing, and delivery dependencies. Client environments spanned banking, healthcare, government, legal, and manufacturing.

### **Network Analyst, Engineering and Team Lead Roles**

**2006 – 2013**

- Progressed from network analyst into engineering and team leadership, earning CCNA, CCDA, and Cisco wireless credentials. Ran 40 concurrent projects across multiple technologies and sectors. Sixteen years total with Sentinel across engineering, project management, and operations.

## **PROGRAM TOOLING & AUTOMATION**

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- Built internal tooling for circuit tracking and problem management, modeled on the workflows a network operations team runs daily.
- Claude Certified Architect (CCAR-F), Anthropic's architect-level certification. Builds production systems hands-on, including orchestration, automated evaluation, and regression testing on AWS serverless.

## **CERTIFICATIONS**

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**PMP** | **ITIL Foundation** | CCNA | CCDA | Cisco Wireless Network Fundamentals | Claude Certified Architect (CCAR-F)