

HARRIS HOANG

Senior Director of Infrastructure & Operation

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PROFILE

Dynamic Senior Director of Infrastructure & Operations with 20+ years optimizing IT for Fortune 100 enterprises. Deep expertise in capacity planning, cloud migration (AWS/GCP/Azure/OCI), and FinOps, delivering 15–25% annual cloud cost reductions and 20% TCO savings via application rationalization. Led global modernization programs and managed ~\$100M budgets, unifying cross-functional teams to improve scalability, reliability, and security. Drove AI/GenAI and ServiceNow automation that cut deployment hours by 50%, reduced tickets by 40%, and right-sized the service desk by 30%. Strategic partner to executives, aligning technology portfolios with business goals and compliance to accelerate outcomes.

SKILLS

Strategic Planning	Cloud Migration
Resource Optimization	Vendor Management
Cybersecurity	Inspiring Leadership
Budget Management	Project Portfolio Management
AI/GenAI	Capacity Planning
ServiceNow	FinOps

EMPLOYMENT HISTORY

❖ **Senior Director of Infrastructure & Operation, Mattel, Inc.** Dec 2018 — Dec 2025
El Segundo, CA

Direct infrastructure planning and strategy initiatives for IT operations, managing a nearly \$100M budget. Established the Capacity Planning Center of Excellence, enhancing resource utilization through cross-functional collaboration. Spearheaded global IT infrastructure modernization, overseeing FinOps for a 15- 25% annual cloud spend reduction.

- Exceptional leader of Cloud FinOps, AI/GenAI, ServiceNow platform and ITLT process improvement teams.
- Defined enterprise technology strategy balancing innovation with business priorities and risk management.
- Drove dual-cloud strategy with automated provisioning to GCP & AWS using Terraform & Ansible saving 50% deployment hours.
- Architected & implemented multiple AI initiatives in delivering cost savings in IT operations by reducing 30% service desk agents, 40% ticket reduction and ServiceNow Virtual Agent.
- Lead the AI solution design & development team delivering automated interview process and optimizing project management task tracking & dependencies.
- Supported global initiative for modernization & automation of Supply Chain Management with AI and Python.
- Strong cross-functional collaboration with internal & external stakeholders (Data Scientists, DevOps, project managers, and vendor SMEs) to deliver Agile solution strategies for IT.
- Strong working knowledge of IT governance and portfolio framework.
- Rationalized IT application inventory from 300+ to 175, improving operational efficiency, reducing complexity achieving 20% cost saving in 3 years.
- Established measurable KPIs to track performance delivering scalable infrastructure and operational excellence solutions.
- Analyzed industry trends and selected new, disruptive technologies using proven criteria matrix in delivering cost optimization

across IT.

- Developed innovative executive dashboards providing concise, real-time observability & visibility into IT asset management from procurement to deployment.
- Partnered with other cybersecurity leaders in rolling out cybersecurity awareness program including NIST Assessment and SOC compliance.
- Oversaw the observability platform implementing anomaly detection and predictive analysis ensuring operational excellence.
- Exceptional leadership in mentoring, developing & inspiring young members with high-performance potential (nine-boxers).

❖ **Director of Network Cloud Integration, AT&T Communications** Jan 2016 — Dec 2018
El Segundo, CA

Oversee cloud integration and operational efficiency initiatives across cross-functional teams. Built a business intelligence dashboard for real-time resource utilization metrics, facilitating allocation plans. Spearheaded migration of 81 applications to next-gen cloud solutions, developing a solution matrix for target state disposition. Collaborated with architects on infrastructure tools for 5G mobility and FirstNet.

- Developed & implemented cloud governance model providing safe & standard guardrails for application onboarding onto the public clouds.
- Streamlined workflow tools inventory from 400+ to 235, eliminating duplications.
- Led penetration testing strategy to identify security vulnerabilities in the internal cloud platform.
- Evaluated third-party penetration testing technologies, recommending optimal solutions to executives.
- Assessed Blockchain for Business platforms to determine viability for future projects.
- Strong leadership & mentorship to junior employees & interns.

❖ **Director of Infrastructure Design & Capacity Planning, DIRECTV, Inc.** Aug 1998 — Jan 2016
El Segundo, CA

Oversee enterprise-level capacity planning and forecasting aligned with strategic business objectives. Developed Infrastructure Capacity Plan for BAU, ongoing forecasting, and prioritized project portfolio. Assembled a skilled team to provide accurate project cost estimations, ensuring projects managed under budget. Engineered internal cloud solution with automated provisioning and orchestration using CliQr and VMware.

- Established end-to-end solutions for 200+ critical applications including CRM and SAP
- Created solution roadmap for call center infrastructure and enterprise monitoring.
- Launched a self-service portal with geo-redundancy and load balancing.
- Rolled out Delphix database virtualization tool successfully.

EDUCATION

❖ **UCLA**
Bachelor of Arts, Economics

❖ **FinOps Foundation**
FinOps Practitioner

❖ **Gallup**
Executive Leadership Training

❖ **ISCEA**
AI & GenAI for Supply Chain Management

❖ **AWS**
Generative AI for Decision Makers & Generative AI Practitioner

❖ **Google**
GCP Cloud Digital Leader

