Greg Veilleux

NETWORK & INFRASTRUCTURE LEADER

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SUMMARY

Network and infrastructure leader with 20+ years engineering, operating, and leading large-scale service-provider networks. Deep experience with routers, switches, optical transport, and IP/MPLS routing, and a record of improving reliability, controlling costs, and developing leaders. Datacenter Cluster Manager (L6) at Amazon Web Services since October 2026, leading IT infrastructure operations for a hyperscale datacenter cluster.

CORE STRENGTHS

Network Engineering: Routers • Switches • Optical Transport • BGP • OSPF • IS-IS • MPLS • Metro Ethernet • WAN • Datacenter Interconnect

Infrastructure & Operations: Hardware Lifecycle • Site Readiness • Disaster Recovery & Backups • Capacity Planning • Change Management • Incident Management

Reliability Engineering: Root-Cause Analysis • MTTR Reduction • Alarm Correlation • Fault Analytics • Preventive Maintenance

Leadership: Leading Leaders • Team Development • Vendor Negotiation • Budget & OPEX • Cross-Functional Partnership • Executive Reporting

PROFESSIONAL EXPERIENCE

Datacenter Cluster Manager (L6)

Oct 2026 – Present

Amazon Web Services

- Lead IT infrastructure operations for a hyperscale datacenter cluster, with managers and senior site leaders accountable for reliability, safety, and hardware lifecycle.
- Own operational KPIs, OPEX, and workforce planning, partnering with networking, security, construction, and supply chain teams.

Director of Network Architecture

Feb 2026 – Sep 2026

Omni Fiber

- Led the teams that evaluate technology in the lab, design the network and systems, and bring those designs into production across multi-state markets.
- Managed vendor relationships and evaluated hardware and software platforms.
- Advised executives on network investment, risk management, and infrastructure modernization.

Director of Production Engineering

Feb 2023 – Feb 2026

Point Broadband

Led a 50+ person organization spanning Network Engineering, Systems and Compute Engineering, Cybersecurity, and Reliability Operations, with a $5M+ annual budget.

- Improved infrastructure delivery efficiency by 30% and reduced downtime by 25% through automation and proactive maintenance.
- Reduced operating expenses by 15% through vendor consolidation and strategic procurement.
- Oversaw design, deployment, and troubleshooting of firewalls, routers, switches, controllers, and transport systems.
- Implemented disaster recovery operations, backups, and lifecycle governance for service delivery networks.
- Supported fiber (GPON/XGS-PON) and broadband expansion across rural and underserved communities.

Manager, Engineering Operations (Network Reliability)

Aug 2022 – Feb 2023

Comcast

Also served as interim Manager, IP Network Engineering (Sep 2022 – Jan 2023), leading both teams through an organizational transition.

- Reduced Sev1 MTTR by ~25% and repeat alarm rate by ~30% through fault analytics and operational automation.
- Oversaw preventive maintenance, alarm correlation, and change management frameworks.
- Delivered executive reporting on availability, capacity trends, lifecycle risk, and operational priorities.

Principal Engineer IV

Nov 2020 – Aug 2022

Comcast

- Led technology roadmap and engineering standards for next-generation transport and access platforms, including virtualized CMTS and Remote PHY.
- Authored engineering standards and deployment guides, and partnered with Ciena, Juniper, Cisco, and Harmonic on technology selection.

Network Engineer, NextGen / Optical Transport

Jul 2015 – Nov 2020

Comcast

- Designed and deployed large-scale IP and optical transport supporting metro and national capacity.
- Engineered routing architectures (OSPF, BGP, MPLS) across Cisco and Juniper platforms and managed transport upgrades for new markets.

Earlier Experience

2002 – 2015

Comcast & Time Warner Cable

Network Engineer II • CCS Network Engineer • Network Administrator • PC Technician Supervisor. Work included broadband access capacity management, enterprise networking, and support for a major provisioning datacenter.

EDUCATION & CREDENTIALS

B.S., Information Technology — Hodges University

Certifications: CCNP • CCNA • JNCIA • Cybersecurity Leadership & Management (InfoSec Institute)

Professional Development: Generative AI Leadership & Strategy, Vanderbilt University (2024) • Prompt Engineering & AI for Leaders, Vanderbilt University (2024) • Google Cybersecurity Certificate (2024) • Google AI Essentials