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# PROFESSIONAL OVERVIEW:

An experienced Technical Telecom Engineer with a proven track record of success in managing and handling transmission (MW, SDH, DWDM), Datacom and wireless (2G, 3G and LTE) fields with **Huawei**, **Ericsson** and **Alcatel Lucent** equipment in NOC and OMC environments and on site in field. Providing high-level service management control to consistently improve & achieve business performance and delivery of professional services to customers.

A strong pro-active leader, providing coaching, training and mentoring to enable team to work together to achieve individual targets and company objectives.

Experienced in on time and service management and delivering solutions to complex issues, recommendations for best practice and future proofing, training on and meeting KPIs activities within SLA.

Worked with **Alcatel** **Lucent** for **Mobily** network project with Kuwait MOC, **Huawei** for **Zain** and **VIVA mobile networks** in Kuwait, Shabakkat & Oraxel Solutions for **Wataniya** mobile network with **Ericsson** & **Huawei** equipment in Kuwait and with **Xerox** for main major customers in Egypt and Kuwait.

**Synopsis**

Seeking a challenging position in a strong growing reputable company specialized in the field of Telecommunication believing that my technical skills and business sensibilities will be of an added value to your respectful company with producing high quality output supported by solid academic background and skills that can be perfectly utilized and developed, in order to fulfill recognizable career on both personal and professional level

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| **Personality** |
| Enthusiastic, proactive, strong analytical & planning skills, leadership and management skills, self motivated, open minded, innovative, enjoying working in a dynamic environment, a good team player, ready to work under pressure, hard worker, active and willing to learn in a very short time. |
| **Professional Work Experience** |
| Oraxel Solutions-Kuwait  MW XPIC Upgrade Project for **Ooredoo** GSM/ WCDMA/ LTE network  **Team Leader & Senior Project Engineer** ( March 2014 - Present)  **Achievements:**   * Managing MR and teams to achieve target for MW XPIC Upgrade link of **Ooredoo** project. * Reporting coordinator for daily reports to Wataniya management and supporting for PAC reports. * Performing acceptance for completed sites with customer. * Configuring XPIC MW links and VLAN for **Ericsson** TN using **Mini Link Craft** for **6p AMM** and **20p AMM** and **Huawei RTN** **910, 950 & 980** using **WebLCT U2000** as per LB on site for IP MW equipment. * Installing new **S-RAN 6601 Ericsson** sites as per TSSR and assuring high quality standards verified. * Preparing required reports on site and uploading backup configuration files. * Coordinating with customer and attended all project preparations meetings. * Dismantling **VIVA** sites and submitting ACR with total record for all items. * Managing and coordinating for achieving required CW tasks required for **VIVA**. * Project coordinator for dykes’ installation for diesel tanks for **Zain**.     Alcatel Lucent – Kuwait  Managed services MOC project for **Mobily-Alcatel Lucent** SDH-DWDM network  **Resident O&M Engineer** ( May 2013-January 2014)  **Achievements:**   * Configuring **1678 MCC** & **1830-16/32 PSS** using Craft Terminal, troubleshooting and resolving the SDH-DWDM equipment faults for the network, besides configuring new links to end clients. * Network surveillance of the SDH and DWDM international MOC links using **1350 OMS system.** * Handling customer complaints and cooperating to solve TX problems and restoring traffic during failures. * Troubleshooting on site for restoring link failures and monitoring failure issues. * Providing all preventive management and fault management activities on site and handling dispatched WO within SLA. * Performing daily maintenance activities, backup and supporting BO to solve the faults on site. * Escalating issues to BO of higher levels faults of the network. * Cooperating with ROT team and giving required support to finalize node upgrade on site and server monitoring * PAT acceptance and checking link stability using analyzer.. * Performing history performance data report for SDH-DWDM equipments.     Oraxel Solutions-Kuwait  Quality Assurance for **Wataniya** GSM/CDMA/LTE network  **Quality Assurance Supervisor** ( August 2013-September 2013)  **Achievements:**   * Quality audit for ongoing swap **Ericsson 6601** **S-RAN** sites and installed sites. * Assuring all PPE used during site installation and checking all CW and TI quality standards. * Confirming all **Wataniya** quality standards as per defined standards. * Quantity estimation and quality survey. * Ordering missing materials from Shabakkat. * Preparing full CW and TI reports with attached photos. * Sites cleanup (OIL clearance) for sites as per quality standards.     Shabakkat – Kuwait  ROT project for **Wataniya** GSM/CDMA/LTE network  **Project Engineer** ( March 2013-May 2013)  **Achievements:**   * Team leader managing, coordinating and coaching team of technicians providing them support in different technical issues. * Trainer for new engineers and technicians with giving full support for **Ericsson SRAN RBS 6601.** * Handling customer's requirements and complaints. * First indoor installation and cutover swap activity for Wataniya swap SRAN project from **Ericsson RBS 2206 & 3206 to 6601**. * First outdoor antenna assembly with RRUs, assembly box and junction box in warehouse and installation on site for Wataniya swap SRAN project from Ericsson RBS 3206 to 6601. * High quality installation as per high quality standards for Ericsson RBS 6601. * Performing cutover and swap activities for SRAN using RRUS 11 and 12 of bands B1, B3 & B8 and SRM activity after swap. * Connecting **RRUS** with **SAU, SIU, MU, DUG and DUW** plus power connectivity to different rectifier modules types (Emerson, Power One, and Siemens). * Alarm patching and testing with configuration on MU. * Performing site surveys and doing required TSSR, OHS, SRM documents.     Hayat Communications – Kuwait  FLM project for **VIVA** GSM/CDMA/LTE network  **Field Maintenance Engineer** (January 2013 – March 2013)  **Achievements**:   * Managing WOs received by coordinator from FO team, reaching and solving various network faults and alarms within SLA. * Fault management and operation and maintenance of wireless equipment **(3012, 3812E, 3900 and 3900L nodes)** using LMT and transmission equipments (**RTN 610, 620, 910, 950 and 980)** alarms using U2000 Web LCT and finding root cause solutions for them. * Performing activities as MDTs and TCNs for MW and wireless equipments within time. * Calibrating and measuring VSWR and DTF using site master on site. * Surveying the RF Site for suitability, antenna height, antenna tilt, antenna azimuth and take Lat-Long of every hot spot. * Surveys for new COW location, installation and integration. * Microwave survey for new microwave links. * Routine monitoring of performance reports as a measure of preventive maintenance. * Resolving customer complaints and issues if any. * Managing preventive maintenance of sites. * Checking of RF cable swapping. * Coordinating with Huawei Engineers in Cluster. * Ensuring completion of daily reports and tracking sheets. * Ensuring smooth operations and administration of network equipments and handling network outages in the zone. * Establishing and maintaining appropriate systems for measuring necessary aspects of operational management through monthly maintenance, corrective and preventive along with defect analysis to be carried out on periodical basis.     Huawei Technologies Co. Ltd. - Kuwait (Knetco outsourcing)  Managed Services project for **VIVA** GSM/CDMA network  **Shift Leader & Senior TX \ Datacom NOC Engineer** (Feb 2009 – Oct 2012)  **Achievements**:   * Managing and controlling the on duty team members plus distributing roles and problems in NOC FO. Organizing and coordinating for handling various troubles of the network and fulfilling work flow process of escalation procedure to management is correct with follow ups. * Acting as **FO assistant manager** and handling main responsibilities for FO manager and handling FO daily tasks. * **Trainer** for new employees for whole process and escalation procedures plus professional training for TX department daily tasks and responsibilities. * Perfect analytical skills and root cause analysis in short time. Good planning for CR activities during shift.   **Responsibilities**:   * Providing proper information to the management or BO Engineers for higher levels faults handling according to severity level procedures plus perfect incident reporting. * Performing and validating of CR (MDT, TCN..) activities time windows with clearing all activities and sites as per link budgets before declaring new on air sites. * Quality member for configuring **(RTN 610, 620, 910, 950 & 980)** for 2G, 3G and LTE services, troubleshooting and resolving the MW and Datacom **(CX200B, CX600, NE40E, NE80E, NE5000)** and **OSN6800 & OSN2500** SDH-DWDM equipments faults for the network, besides configuring new links of MW, Datacom and uploading them with support of ROT for the new sites. * On site commissioning, cutover, rerouting, expansions, S/W upgrade, E-Line, E-LAN, Split Horizon, XPIC, LAG and AM configuration activities for different types of RTNs, and doing necessary system backup tasks. * Perfect and effective network surveillance for over than 2500 nodes of the MW, SDH, DWDM, 2G, 3G and Datacom systems using NMS iManager **(T2000, M2000, N2000, U2000, U2520, MOS5100),** GPRS, BB F5 (Blue Coat) and cache traffic. * Creating TT for alarms, dispatching WO, troubleshooting TX faults with field maintenance engineers and supporting them to resolve the faults within SLA plus site management. Handling customer complaints and receiving abnormal events and complaints. * Keeping track of SLA and KPIs to meet network targets. * Quality performing various daily, weekly, incident and summary reports and reporting to FO manager. |
| Huawei Technologies Co. Ltd. - Kuwait  Managed Services project for VIVA GSM/CDMA network  TX \ Datacom Front Office Engineer (June 2008 – Jan 2009)  **Achievements**:   * Configuring **(RTN 610, 620),** troubleshooting and resolving the MW and Datacom **(CX200B, NE40E, NE80E, NE5000)** and **OSN6800** and **OSN2500** SDH-DWDM equipments faults for the network, besides configuring new links of MW and Datacom and uploading it with support of ROT for the new sites. * Network surveillance of the MW, SDH, DWDM and Datacom systems NMS iManager **(T2000, M2000, N2000, U2000)** and GPRS traffic, besides responsible for site management and confirming MDT timings and escalating abnormal issues to management according to the severity level. * Creating TT for alarms, dispatching WO and handling field maintenance engineers and supporting them to solve the faults within SLA. * Escalating issues to BO of higher levels faults of the network and escalating TT for them. * Performing history performance data report for MW equipments, outage report with analyzing the correct outage reasons, besides availability of on air sites report, with necessary availability calculations. |
| Xerox - Kuwait  Maintenance Service Engineer (July 2007 - June 2008)   * Providing onsite best quality maintenance services for multifunction digital copier machines based on cost and territory budget for **Hodaka, Silverstone, Egret, Taishan, Brunel, Leander and Alchemy** models besides handling customer complaints and providing technical solutions. * Negotiation for new service contracts with customers and billing. |
| Xerox - Egypt  Maintenance Service Engineer (March 2006 - July 2007)   * Providing onsite best quality maintenance services for multifunction digital copier machines based on cost and territory budget for **Hodaka, Silverstone, Egret, Taishan, Brunel, Leander, Binu and Alchemy** family models besides handling customer complaints and providing technical solutions. |
| **Professional Training** |
| **ALCATEL Theoretical/ Practical Training (6 weeks)**  Training Description:   * Alcatel BSC/TC Description/ Maintenance * Alcatel **9100 BTS** Description/ Maintenance * Alcatel **9135 MFS** Description/ Maintenance * Alcatel **9110-E mBTS** Description/ Maintenance * Alcatel **1353 RA OMC-R** Presentation * Radio Network Planning   **OMC-R session**   * Alcatel **1353 RA OMC-R** Presentation * BSS Supervision via Alcatel **1353 RA OMC-R** * BSS Configuration Management via Alcatel **1353 RA OMC-R** |
| **CCNA (Cisco Certified Network Associate)**  Studied at Cisco Academy, and got Thanks Letters for every semester with certificates. |
| **Customer Service Workshop from SCOPE Training Center – Egypt** |
| **Huawei Technologies Co. Ltd.** (Kuwait, June 15th – August 15th 2008)  Training Description:   * GSM network. * SDH transmission system. * DWDM technology. * IP routing, MPLS protocol, IS-IS routing and TCP/IP. * **RTN 900 and RTN 600** series Hardware description, configuration, troubleshooting and maintenance.   **Huawei Technologies Co. Ltd.** (**Zain** OMC Kuwait Project, December 2012 – January 2013)  Training Description:   * 2G, 3G, LTE BTS 3900 series cabinet configuration, alarm troubleshooting and S/W upgrade. * 2G & 3G 38xx series cabinet configuration. * BSC 6900 cabinet configuration. * Carrier / CE / sector expansion. * RET configuration. * 2G & 3G cabinet and antenna swap configuration & S/W upgrade on M2000. * 2G, 3G & LTE integration & alarm configuration on M2000. * On site quality audit for subcontractors.   **- *Passed PMP certification preparation course and preparing for PMP exam.*** |
| **Certificates and Awards** |
| * Huawei Cooperation Engineer Qualification Certificate as a **Senior Transmission Engineer**. * Huawei University Certificate for completing the training program for **Optix iManager T2000 Monitoring Training.** * Awarded as **Individual Contributor** from Huawei Tech. Investment Co., LTD. * Evaluated for highest performance with A grade for 2 times consecutively with highest bonus value. |
| **Skills / Tools** |
| * Windows XP, Vista, 7, 8 & Internet. * Microsoft Office (Word, Power Point, Excel). * Self experience in S/W & H/W maintenance for PCs. * Trouble Ticket System (iManager MOS5100, MOS7100) and U2000, T2000, M2000 OMS 1350, Mini Link Craft systems. |
| **Languages** |
| **Perfect** command of spoken and written **English and Arabic**. |
| **Education** |
| 1986 – 1995: Giza Language School.  1995 – 1998: Education Home Language School.  1998 – 2004: Faculty of Engineering, BSc Degree in Electronics & Electrical Communications, **Cairo University**. |
| **Personal Information** |
| **Date & place of birth:** 1st Mar, 1981, Cairo.  **Nationality:** Egyptian.  **Gender:** Male.  **Marital status:** Single.  **Religion:** Muslim.  **Military status:** Exempted. |