**Ekramy**

**Ekramy.355304@2freemail.com**

**CAREER OBJECTIVE**

Seeking a challenging opportunity within a multinational company, where I can contribute to the company's success and build my own career in a dynamic environment offering vast experience in the field of telecommunication.

**Professional Experience (Chronological order)**

**Head Of Network operation Center (Zain Account)** **[Jan 2015 – present]**

**Ericsson-AB**

**I am responsible for the day to day operations of Ericsson Managed Services. This includes both the Network and IT covering all technologies typically expected within a Tier 1 Telecommunications Network.**

The main responsibilities are:

* Interaction with both vendors and customer for any incidents related to the Network
* Systems and Network Surveillance
* Responsible for customer projects with all 3rd parity Vendors.
* Represent customer in all kick of meeting, and time line for agreed PIP
* Enhance operation process
* Fault Management and Incident Management Process
* Budget control, and financial results
* Overlooking day to day activities within the NOC
* Hiring and Employee development
* Off shoring
* Operational Effectiveness of NOC
* Operations Delivery Management
* Service Delivery Efficiency

**Care Program Manager (Mobinil Account) Nokia Solutions and Networks, Cairo Egypt**

**[Jan 2011 – Dec 2014]**

Customer Care is offered within a Care contract that covers all installed base in customer network after the end of integration phase. The account under responsibility is Mobinil (main NSN customer in Egypt, contract value is ~5€Mio per year). The contract footprint was the full NSN portfolio (3G/2G Radio Access, Circuit/Packet Core, OSS, VAS and newly integrated Motorola portfolio).

As a CPM, the main responsibilities are:

* Care contract ownership and accountability for performance, results and profitability.
* Warranty and after warranty technical support
* Software updates and upgrade tasks/projects
* Responsible for all Care projects (HW expansion, SW upgrade,,,)
* Competence development and training activities for customer staff
* Multi vendor and 3rd party management
* Preventive (proactive) Care
* HW services (HW repair/replacement/spare part management)
* Direct and primary customer interface for customer care contracts
* Responsible for Care contracts execution



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* Main stakeholder in Care SLA agreements preparations with sales team (budgeting, target definitions and services’ adaptation)
* Team management (including Technical managers, engineers, resources allocation)
* Financial follow-up of costs booked on Care activities, and Budget control

**Software Services Operations Manager** **[Apr 2009 – Dec 2010]**

**Nokia Solutions and Networks, Cairo Egypt**

As an SSO manager, main responsibilities are for Egypt, Libya, and Sudan Cluster focus on the following:

* Case handling KPIs Follow-up
* Driving KPIs improvement for ELS Cluster
* Reporting KPIs to different stakeholders
* Driving changes in End-to-End Customer Care
* Management Escalation handling on behalf of ELS customer teams towards higher escalation levels
* Emergency duty management
* Emergency Rota consolidation for care engineers

**Lead Engineer (Mobinil Account)** **[Feb 2010 – Dec 2010]**

**Nokia Solutions and Networks, Cairo Egypt**

* Supports CPM and/or CTM by acting as the primary interface towards the customer for a specific technology area.
* Leads Care engineers in challenging Care operations like SW upgrades, complex troubleshooting cases, technical audits and SWAPs
* Provides support and coaching for Care engineers in the technology area (coordination).

**Senior Care Engineer (Mobinil Account)** **[Oct 2007 – Jan 2010]**

**Nokia Solutions and Networks, Cairo Egypt**

* Care Support for all Mobinil Pack core including (SGSN,GGSN Flexi,DNS,.).
* Responsible for the implementation of the new 3G GPRS project for Mobinil {SGSN & GGSN(FlexiISN)}, including the connection with RNC, HLR,CG & DNS
* Responsible for Customer acceptance for the whole 3G solution provided by Nokia.
* Responsible for on call service process & emergency cases for Packet core using Resolve SW : responding to cases, categorize the cases, set priorities, confirm proper product routing, work on cases, provide solution or escalate to NCC level or open a fault report.

**Technical Lead (Telcom EGYPT)** **[Nov 2006 – Sep 2007 ]**

**SIEMENS, Cairo Egypt**

* Responsible for technical and administration activities for Siemens fixed product including (**ESWD-Power Node, HIE9200,NGN products**,,).
* Responsible for SW & HW upgrades for Siemens CS Upgrades

**Senior Technical Competence Centre (TCC) Engineer**

**SIEMENS, Cairo Egypt**

* 24h/7d Emergency Support to Customers/Projects
* Attending O&M meetings with customers to solve any related acceptance blocking points and process all customers technical complains.
* System fault analysis.
* System fault reporting to RNCC and following up solutions provided and data collections needed with the customer.
* Patch Administration. (For APS V15 with all the Versions in Egypt).



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**Commissioning Engineer**

**SIEMENS, Cairo Egypt**

* Responsible for the more critical tasks among the commissioning team: o SW upgrade & HW upgrade for EWSD (V11V15).

Previously starting as a commissioning engineer where responsibilities were:

* Network integration implementation for EWSD exchanges using CCS7.

**International Delegations**

**Pakistan (Jun’08 – Jul’08)**

* Support NSN Pakistan in Telenor new 4 SGSN project
* Performing the acceptance tests with Telenor for the first SGSN in Faisalabad.
* Providing on job training for the local team in Pakistan

**Morocco (Aug’07 – Sept’07)**

* Fault clearance Activities & System acceptance with customer
* Emergency handling responsibility in.
* Responsibility for training and leading Moroccan tecnical team for the SLA project.
* Participation in customer support meetings.

**Libya (Jun’05 – Oct’05)**

* Team leader for the technical team in Libya for the international Gateway implementation project.
* Managing the project resources and team developments
* Leading the technical team during system.

**Morocco (Aug’04 – Jan’05)**

* Team Leader of the HW & SW Upgrade team for seven major exchanges
* Playing a major role in developing and enhancing the existing procedure for this pilot project, that was officially approved by Siemens headquarters.
* System acceptance with customer

**Professional Technical Training**

Professional education and advanced trainings through Nokia Siemens Networks Academy:

|  |  |
| --- | --- |
| LTE (EPC) course first phase | Munich |
|  | 3G SGSN Integration | Warsaw |
|  | cSGSN trouble shooting | Düsseldorf |
|  | cSGSN Call Control | Milan |
| SGSN & GGSN boot-camp | Helsinki |

1. Switching platform essentials & administration o SGSN 6 O&M

o IPSO platform & FlexiISN 3 commissioning, integration & O&M o FelxiISN service awareness

|  |  |
| --- | --- |
| GSM overview (introduction to GSM,2G&3G concepts) | Helsinki |
|  | NSS-SOM (introduction to NOKIA GSM product DX200) | Helsinki |
|  | Nokia MSS Architecture & Functionality | Helsinki |

* Nokia Multimedia Gateway (MGW) Nokia MSC server System Basic Features,

Functionality and Technology. Helsinki

Professional education and advanced training through the Siemens Training Center for:

* Operation & Maintenance Specialist for EWSD switching system
* System Introduction and Handling for the EWSD switching system



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* Power Node and SSNC (V13T).
* Technology and Applications of xDSL.
* Emergency Cases and CP113D/CR.
* center introduction of GSM
* Voice over IP for SURPASS course (NGN technology)
* Introduction to Surpass products and Solutions (NGN technology)
* Surpass hiE9200,hiG1600, hiG1100 OAM (NGN technology)

**Non Technical trainings**

* Care Program Management (CaPM) basics
* Soft skills trainings (negotiation, communication, team leading, professional report writing)

**Educational Background:**

*Master of Business Administration (MBA)* *October 2007*

**AASTMT university Cairo branch**

48 Credit hours GPA: 3.69 (Excellent)

*B. Sc., Faculty of Engineering*

***Ain Shams University, Cairo, Egypt*** *July 1999*

*Major in Electronics & Communications*

Graduation Project: Digital Image Processing using variety of coding and Decoding

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| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |
|  | techniques (via Matlab software). | Thesis appreciation: Distinction. |
|  |  |  |  |
| *Egyptian General Certificate for Education (St Fatima School)* | *July 1993* |

**Languages:**

Native Arabic, very good (spoken/written) English and fair French

**Personal Data:**

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| --- | --- |
| Date of birth | : 12-4-1975 |
| Place of birth | : Cairo, Egypt. |
| Nationality | : Egyptian. |
| Marital status | : Married. |
| Military service | : Completed |
|  | *References are furnished upon request* |



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