**Riadh**

Ras Al Khaimah, UAE | 🕿 +971504973598 | 🖂 riadh.378395@2freemail.com

**Summary**

Over 10 years of experience of which in Telecom field, Customer service, Business Management and IT support with broad range national and international experience.Wellorganized, motivated to work quickly and efficiently while paying attention to detail, ability to juggle with multiple tasks, projects and working well in challenging, fast-paced, high-stress and deadline-oriented environments individually or as part of a team. Recognized more than once for my outstanding work and my ability to follow through with projects from inception to its successful completion.

Motivated, confident and experienced I’m now looking to secure a challenging and rewarding new role within new organization where skills, knowledge and expertise gained throughout my experience can be transferred across and utilized to best effect for the benefit of an award winning Company.

**WorkExperiences**

|  |  |
| --- | --- |
| **(June2017- Jan2018)** | **Helin International FZE, Ras Al khaimah, UAE****Business consultant Cum IT support****Main responsibilities:****Customer and Government Services*** Assist Clients in incorporating their companies in UAE for both Onshore and Offshore Free zone companies with DMCC/RAKEZ/RAKICC.
* help clients also for establishing their companies in other jurisdictions such as British Virgin Islands, Marshall Islands, Panama, Hong Kong, Bahamas, which complies to their business activity, requirements and budget.
* Handling all the process for company creation, Renewal, Liquidation, Re-domiciliation and statusmodifications, including the preparation of legal documents with Free Zone(MOA, Addendum, Resolution, POA...)
* Assisting Clients with other works for their company such as Visa processing, Government permits, Family residence visa, attestation of documents, etc.
* Manage Office furniture fit-out for the company in case of Flexi Desk, Standard or Executive office.

**Liaising with bankers*** Assist clients for opening their Business Bank account by preparing all needed documents.
* Maintain customer records by updating account information.
* Manage customer Portfolios, Statements, Transfers, Payments and other supporting documents as and when required by the bankers.

**IT Service support*** Network Setup, Configuration, troubleshooting for local Network.
* Supportinglocal users on System Installation, configuration and backup,setting up multiple network printers, managing hardware and software failure, network cabling and termination,IP phones/Fax installation and configuration.
* Support for the remote desktop setup and operation with Head office and IT office located in Switzerland.
* Providing assistance to Cyber network, IT support partner, for implementing and configuring system support for clients as well as for the branches located in Switzerland and Luxembourg.
 |
|  |
|  |
| **(Apr2010 – May2017)** | **Nokia Solutions and Networks Tunisia****Network Planning and Optimization CS Core Engineer** |
|  | **Main responsibilities:** |
|  | * SupportOperators in CS, PS and IP projects.
* Interface with customers to provide network design and performance related services.
* Perform critical design and performance activities in customer projects, may include complex problem solving in projects with performance requirements and multi-vendor environment.
* Participate in develop detailed designs of the Rel4 CS Core Network in the logical order of network level designs, network element designs, and data fills for whole Core Network configuration.
* Provide network planning and optimization services to support customersin network rollout/modernization.
* Provide technical solutions in agreement with operator’s engineering departments, delivering Detailed Design (HLD/LLD/DND) and documentation for test environment definition, providing technical clarifications for best usage of new or existing functionalities, supporting acceptance testing, actively contributing to troubleshooting and ensuring smooth deployment of new services or features in live network, evaluating dimensioning aspects on a need-to basis.
* Interface to customer regarding technical issues and discussions.
* Organize and perform network audit, analysis and reporting.
* Performing ad-hoc analysis on specific topics such as investigating root causes and possible solutions for severe failures.
* Contributing to the definition of requirements for new features development requests from operator by managing information exchange with Nokia R&D teams.
 |
|  | **Operatorsexperiences:*** Ooredoo Tunisia, Ooredoo Algeria, Morocco Telecom, Zain Iraq, VODACOM South Africa, VODACOM Lesotho, VODACOM Zimbabwe.

**Projects experiences and achievements:*** CS Core Modernization Projects(from DX/IPA to ATCA MSS15/MGW16)
* MSS pooling Projects(DX/oMSS/IPA/oMGW)
* Multi-A/IuCS Migration projects
* IPDU Load Balancing Migration Projects for H.248/SIP/M3UA on ATCA MSS
* ATCA MGWs/MSSs Hardware Expansion Project
* LTE, Localized CS Fallback Projects in ATCA MSS pool
* International GW Project
* ATCA/IPA MGWs Resiliency Projects (set up of some Cluster MGWs with same or mixed HW)
* HD voice Projects
* IP PBX Projects
 |
| **(Dec2007 - Mar2010)** | **Nokia Siemens and Networks Tunisia****CS Core Planner Consultant** |
|  | **Main responsibilities*** Supporting Customer in CS Core projects
* Leading customer presentations and project related meetings
* Assessment report of current network and customer requirements
* Provide High/Low Level Design for the projects
* Prepare data fills for whole CS Core Network Elements (GCS, MSS, MGW, CDS)
* Acting as customer interface throughout the project lifecycle
* Project optimization and risk mitigation
* Preparing reports and project review documents

**Operators experiences:*** Ooredoo Tunisia
 |

**Awards and Recognitions**

* Nokia Performance Recognition for my outstanding work and Team Support during Zain Iraq project 2016-2017.
* Nokia Performance Recognition for my outstanding work during Vodacom South Africa projects 2014-2017.
* Awards/certification: Performance Recognition CT Ooredoo STP2/2011 for my outstanding work and customer support during Rel4 Ooredoo Projects.

**Education**

|  |  |
| --- | --- |
| **July 2007**  | **Bachelor of Engineering in Computer Science** |
|  | **ESPRIT**: High Private University of Engineering and Technologies, Tunis-Tunisia |
|  |  |
| **July 2004**  | **Senior Technician’s Degree, Network & Computer Science** |
|  | **ISET :** Higher Institute of Technological Studies, Tunis-Tunisia |

**Skills**

* Proficient with MS Office tools/Office 365 (Word, Excel, PowerPoint, Project, Visio, Access, Outlook...)
* Adobe tools (After Effects, Premiere Pro, Photoshop, Illustrator, InDesign, Dreamweaver) **hands-on professional experience creating animated Videos for Events, Products presentation, social media... with Adobe After Effect and Premiere Pro, link of some from my achievements for a Company in RAK:**
* All Windows OS, Dos, Unix, macOS, withKnowledge ininstallation/configuration of Windows Server 2008/2012/2016
* PC & Laptop: HW, SW, Peripherals Installation, Configuration and maintenance
* Knowledge in software languages: VB, VBA, SQL, C/C++, HTML…
* Tools: TeamViewer, VMware Workstation, Norton Ghost, Acronis, HIT, M2x, MSSPlant, Wireshark, Otocs tool, Cisco WebEx, Cisco Jabber…
* Core 3GPP, oMSS, oTAS, oMGW,CDS,BSC, mcRNC, BTS, eNB, GGSN,SGSN,SGW,PGW,MME,HSS, IMS,HLR, STP, etc.
* Protocols: in-depth knowledge of SS7, SIGTRAN, BICC,SIP, SIP-I, MAP, ISUP, TCP/IP, SMTP, POP3, IMAP, FTP, SFTP, etc.

**Trainings / Certifications / Workshops**

* Workshop in Dubai (June 2015): IMS/VoLTE Planning & Optimization
* TraininginWarsaw, Poland(December2014):SCNPerformanceandOptimization[Ma16.1/Md16.1/U5/Ui5EP2]
* Certification (November 2014): NCSA LTE2.2-Associate level in LTE Solution (Radio Access, PS CS Network)
* Training in Tunisia (September 2014): CN3366-31A - Flexi NG 3.1 Service Awareness
* Training boot camp in Gurgaon, India (September/October 2013):
	+ CN6050-40N-OpenMSS commissioning, CN6055-42A-OpenMGWUi5.0commissioning, CN6005-42A-OpenMSS ATCA andOpenMGWATCA OperationsandIntegration -MSS SR4.2
* Training/Tunisia(2012): CN6006-40A-Open MSS ATCA and IPA2800 MGW/Operations and Integration MSS SR4.0
* Training in Düsseldorf, Germany (August 2010): CN3405-33N - Switching Core Network Routing
* Training in Tunisia (May 2009): CJNR in Omega Engineering Services Tunis
* Training in Tunisia (February 2008): CN3201-01N - Packet Core Network Planning
* Training on the job, NSN Morocco (January 2008) NSN Morocco.
* CCNA Certification

**Languages**

|  |  |
| --- | --- |
| * Arabic:
 | Native language, spoken and written |
| * English:
 | Spoken and written  |
| * French:
 | Spoken and written  |

**Personal details**

|  |  |
| --- | --- |
| * Nationality: **Tunisian**
* Marital status: **Married**
* UAE Residence: **Spousal VISA,**
 | * Date of Birth: **20/03/1979**
* U.A.E Driving license: **Yes**
* Availability: **Immediately**
 |