AMMAR MOHAMED ALMOAMEN

NOC Engineer

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WWW Bold Profile

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Diligent NOC Engineer with over 4 years of experience in the telecommunications industry, having worked with leading ISPs such as Batelco and Kalaam.

Experienced spans both operational and technical departments, allowing to effectively merge capabilities from various aspects of the business. I take pride in combining organizational and administrative skills with advanced technical abilities. I am committed to continuous learning and improvement in the IT field, driven by my strong IT orientation and passion for technology.

Websites, Portfolios, Profiles

- https://bh.linkedin.com/in/ammaryusuf97

Work History

Dec 2024 - Current

NOC Engineer
KALAAM, Manama, Bahrain

- Monitored and maintained network and software components in accordance with established guidelines and industry best practices.

- Enhanced network performance by effectively monitoring, troubleshooting, and resolving complex technical issues.

- Provided support to local and global network users, in managing various connectivity groups, including ADSL, Dedicated Internet Access (DIA), Wireless, Fiber, and VPN, with foundational knowledge in MPLS (Multi-protocol Label Switching).

- Maintained detailed documentation for each support ticket, contributing lessons learned to the knowledge base for future reference.

- Diagnosed and resolved issues related to routers, Layer 2 and Layer 3 switches, and network firewalls.

- Responded to and managed incidents, troubleshooting issues as they arose, and escalating to appropriate teams when necessary.

- Managed vendor relationships, negotiating contracts to secure cost-effective services while upholding high quality standards in equipment procurement.

- Monitored network security alerts and collaborated with the security team to address vulnerabilities and mitigate potential threats.

- Increased customer satisfaction by providing timely resolutions to client-reported issues and concerns.

- Achieved rapid closure of first-time tickets, consistently meeting resolution volume requirements.

- Collaborated with cross-functional teams, including Core, Cybersecurity, Cloud, Wireless, and other technical IT teams, to optimize network efficiency and establish best practices.

- Monitored client SMS issues, ensuring accurate tracking of status and routing.

- Utilized a variety of tools and applications to monitor and resolve reported network issues, including PRTG, MxTool, TCPView, Wireshark, SSH, PowerShell, GUI, Cacti, Browser Developer Mode, FortiGate, SD-WAN, SMS Portals, NTW Dashboards, and terminal commands.

May 2023 - Dec 2024 — Customer Care Representative
KALAAM, Manama, Bahrain

- Engaged with customers through various communication channels, including chat, calls, and emails, delivering prompt and effective support.

- Initiated and managed tickets with relevant departments, such as NOC, Wireless, Core, Voice, Field, Cyber Security, and IT, ensuring timely follow-up until issues were resolved.

- Oversaw order placement using our order management system to streamline processes and enhance efficiency.

- Utilized a variety of communication tools, including email and Microsoft Teams, to effectively address and resolve customer and company issues.

- Leveraged multiple systems and tools to identify, research, analyze, and troubleshoot technical issues.

- Conducted training sessions for new team members, facilitating their smooth integration into the organization.

- Demonstrated strong problem-solving abilities by assisting the field team in replacing customers' routers during major incidents.

- Experienced in networking products, including routers configurations, extenders, mesh systems, switches, and access points.

- Advanced in resolving various networking issues, such as ISP infrastructure, IP-related concerns, VoIP problems, router and internet connectivity issues, coverage challenges, and basics cybersecurity knowledge.

- Conducted comprehensive system assessments, identifying areas for improvement, and collaborated closely with relevant departments to implement effective solutions.

- Proficient in utilizing Sibel CRM, NetSuite CRM, TR069, PortaA VoIP, DHCP System (Aradia), Bnet Portals, IP lookup systems, ERP, Microsoft Word, PowerPoint, CEM, and other essential telecommunications software and platforms.

Apr 2021 - May 2023

Retail Officer
BATELCO, Local Branches

- Led the training program for new retail staff, ensuring an efficient and effective onboarding experience.

- Engaged proactively in critical meetings as directed by the Head of Department (HOD).

- Exhibited strong leadership by managing branch operations successfully during the shop manager's absence.

- Delivered outstanding service to a wide array of customers, including individuals, businesses, VIPs, and the royal family, upon request.

- Employed various communication tools, such as email and Microsoft Teams, to swiftly identify, analyze, and resolve both customer and company issues.

- Contributed significantly to the promotion of new products and services, facilitating their successful adoption among customers.

- Collaborated with various departments to address and resolve issues, ensuring an exceptional customer experience.

- Supported product managers in coordinating efforts with IT and other departments for the successful launch and testing of new services.

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  Provided insightful recommendations for process optimization and operational improvements, including system adjustments, procedural updates, and new portal implementations.
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  Conducted comprehensive system assessments, identifying gaps and partnering with relevant departments to implement effective solutions.
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  Demonstrated proficiency in using Sibel CRM, ERP, Microsoft Word, PowerPoint, CEM, and other essential software and platforms.

Education

Apr 2024 - Aug 2024
CCNA : Networking
UDEMY - Remote Learning
- Completed Coursework: CCNA, 2024

Jan 2015 - Jan 2021
BBA: Business Management
University Of Bahrain - Zallaq, Bahrain
- 2.58 GPA

Languages

Arabic: Native language

English ◆ ◆ ◆ ◆ ◆
Advanced (C1)

Interests

Gaming

Learning