CURRICULUM VITAE

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Profile

Versatile qualified telecommunications engineer with over 5 years' in telecom segment and plenty of experience in different roles, with excellent knowledge of GSM, 3G, UMTS, CDMA, 4G and LTE Architecture Packet Core and Evolved Packet Core (EPC) besides hands-on experience in PS elements nodes including MME/ GGSN, EPG and DSC. I am a quick learner and keep up to date with all of the latest developments in the industry.

EDUCATION

Bachelor of Information Communication Technology, Bahrain Polytechnic (2016)
MSc in Cyber Security, University of Bahrain, expected on 2021

ADDITIONAL QUALIFICATIONS

CCNP R&S Genetech Training Center (2019)
Cisco Certified Network Professional Enterprise Genetech Training Center (2019)
Cisco Certified Specialist - Enterprise Core Genetech Training Center (2019)
Cisco Certified Specialist - Enterprise Advanced Infrastructure Implementation Genetech Training Center (2019)
CCNA R&S Genetech Training Center (2017)
ICDL (International Computer Driving Licence) Bahrain Polytechnic (2011)
CCD (Certified Computer Driver) Bridge Institute (2007)

ACCOMPLISHMENTS

- Lead and participate in a team to design and develop announcements and advertisements system for Bahrain Polytechnic.
- Integrate first virtual SGSM/MME from Affirmed with Batelco active network nodes includes DNS, EPG, RAN, SPAC and charging system.
- Develop backup solution for packet core network for Batelco includes EPG, SSR, SRX, DNS, SGSN/MME, DSC and NTP servers.

EXPERIENCE

Key Account Manager
Zain, *(April 2019 – Present)*
- Generate new revenues and grow with the existing revenues for Zain and gain penetration into new clients business.
- Achieve individual and team monthly sales targets.
- Develop and maintain relationship with key client contacts that fosters an environment to drive client performance and minimize attrition risk.
- Plan and design profitable solutions to potential/existing clients by understanding their requirements in terms of business needs, priorities.
- Provide proper feasibility study/analysis, documentation, etc. of all proposals.
- Participate in achieving department's scorecard goals including client satisfaction, revenue, and performance metrics.

NOC Engineer
Kalaam Telecom, *(April 2018 –April 2019)*
- Monitored network and resolved all issues that occurred on same related to DIA, Cyber Security, L2/L3-VPN, SIP, PBX and SDWAN services.
- Developed and implemented all network maintenance activities.
- Assisted customers by developing necessary applications and information on system security.
- Coordinated with customer and ensured that issues were resolved.
- Coordinated with senior level engineering group and site contacts for resolving all technical issues.
- Performed various functions on field systems and data center.
- Provided technical support to production team and provided first level and second level support to system.

Network Engineer (Mobile Data)
Batelco, *(Jun 2016 – February 2018)*
- Reviewing network and solution design.
- Evaluating vendors solution.
- Configured and maintained EPC networks including SGSN/MME, EPG, and DSC, etc.
- Managing and troubleshooting of Batelco network comprising of Ericsson, HP hardware and core equipment.
- Building inhouse scripts for automation process.
- Managing complex routed networks providing technical support, troubleshooting and configuration.
- Implemented acceptance tests and maintained service operations.
- Assist in troubleshooting and resolution of network problems.
- Monitor and control the day to day network operations and maintenance activities associated with the relevant network platforms like link utilization and traffic monitoring.
- Implanting Affirmed solution comprising of virtual PCRF and virtual EPC.

Enterprise Services Support
Zain, *(March 2016 – May 2016)*
- Configure free band and license link equipment.
- Configure the required hardware for DIA, P2P connections.
- Install femtocell and PICO equipment to solve mobile service issues
- Performed troubleshoot on system and resolved all issues related to enterprise customers

Network Engineer
Azimuth, *(September 2015 – January 2016[internship])*
- Assigned with a project to build and develop network infrastructure including voice and surveillance system for Royal Woman Hospital.

Call center agent
Zain, *(March 2015 – February 2016)*
- Work in a team to provide the customers with the required information about their lines, promotions and do payments.
- Troubleshot and solve customer complaints related to calls and internet service.
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Network Plant Protection
Batelco, *(June 2014 – August 2014)*
- Monitoring and auditing the process of the technical installation of fiber and copper connections.
- Coordinate with major contractors to ensure procedures and work instructions of the quality management system are being followed.

Network Technician
International Information System, *(October 2008 - February 2009)*
- Cabling networks.
- Establish fiber optic connection.
- Work in a team to accomplish the assigned project on the time.

Skills

- Excellent presentation and communication skills
- Adaptive to changing environments
- Project Management
- Unix system
- Cyber Security
- IP and network configuration
- Dealing with hardware, software.
- SQL developer, java language, and swift for iOS.
- Installing and configuring windows server.

References

Will be supplied upon request.