



Objective

Professional, highly qualified Communication Manager with excellent organizational and team working skills. Ideal candidate for position requiring drive, initiative, responsibility and challenge, caring to make a difference in the society.

Education

May 2002	B.Sc. with Honor's Degree – Electrical Engineering from Sudan University of Science & Technology (SUST) - College of Engineering
December 2000	Diploma - Computer Maintenance & Networks from Maturity for Computer Services & Communication – Excellent Degree; Khartoum – Sudan.
(2002 → 2012)	(24) Training Courses in Telecommunication Field (Local & International)
May 2020	<div><div>PMP® Certif. No # 2766015</div><div>ITIL 4 Foundation Certif. No # GR671156245EA</div></div>

Professional Experiences

IBS,MW, TI, Small Cells ,WiFi,GSM Wireless :

Job Responsibilities:

- Develop the Strategy of IBS (In-Building solution) Business in line with the company strategy
- Recommend Structure of the Organization that supports the IBS strategy
- Main IBS interface with vendors & operators' teams & improving Business Relationship with them
- Establishing project plans baseline: define project scope, secure the necessary resources & plans & monitor all activities
- Drive project execution: track project activities, monitor & handle changes, conflicts & escalations
- Handle customer & stakeholder engagement: manage customer relationship building confidence & trust; ensure project progress arranging meetings & customer events
- Manage project finance: ensure financial system monitoring
- Increase Customer base: participate to contract preparation & to pre-sales meeting
- Assigns responsibilities and targets to team members and implement a follow-up process ensuring plans are implemented and achieved successfully on time
- Manage and motivate people in diverse teams and geography, both in a line and matrix capacity - including definition of teams, interviewing and selecting process.
- Flexibility and ability to play different technical, project management and business roles as needed to ensure success of the program
- Managing IBS team (Passive and Active sites plus small cells and BTS activities.
- Deal with different process regarding IBS (2G, 3G and 4G), SAQ, ISR, Design (iBwave) ,PCD, Civil works, AS Implementation ,WT and RF acceptance report.
- Identifying areas for process and efficiency improvement within the costumers regarding New TI, Small Cells, FTK, Swap, Modernization, Expansion and IBS Sites.
- Using different KPIs analysis Tools /software to identify the area requirements.
- Managing all team of new sites implementation, rollout, IBS, Small Cell and BTS.
- Preparing and deliver network TI, Small Cells and IBS implementation PIP to Customers and top management.
- Following all teams and report on daily basis to customers such as (Huawei, Nokia and ZAIN KSA.)
- Managing the performance KPIs for all technology 2G, 3G and 4G in IBS sites.
- Producing a progress report regarding all TI, Small Cells and IBS Project daily weekly and monthly.
- Meeting the customer requirements for high quality and healthy networks
- High capability and negotiation skills with customers for new IBS and Small cell Projects.

Company:

Modern Technology Company
(MOTECO).KSA

Position:

GSM Wireless ,IBS, MW,WiFi
SC,TI Delivery Director

Duration:

(Aug 2014 → Till Now)

Company:
Modern Technology Company
(MOTECO).KSA

Position:
VSAT Project Manager

Duration:
(Jan 2013 → Aug2014)

Royal Saudi Air Force Satellite Project Manager (USA-ViaSat-SkyLinx Product):
Key Deliverable:

- Manage the technical lifecycle of a project from sales, handover to commission.
 - Manage the coordination and project input from all operational groups
 - Engineering design, configuration, testing and implementation of end-to-end solutions
 - Support and growth of existing and new business.
 - Client support and consultancy.
 - Ensure adherence to delivery schedules and technical specification, and confirm specification is 'fit for purpose.
 - Commissioning support of VSAT / WAN connectivity - Create and manage Technical Support information - Level-3 escalation support.
 - Configuration of monitoring Tools for client services
- Support operational groups (Tools, Support, Voice, Growth Engineering, and Capacity).
- Following and support all installation team around all RSAF Airbases.
 - Reporting the project progress on daily basis to all related directors.
 - Present weekly to all RSAF colonial the project progress.
 - Attending RSAF meeting and filling the MOM to proceed.
 - Preparing permits to all Inst. team and handle any trouble regarding the project at any stage.
 - Onsite Technical Support for emergency cases.

Company:
Sudan Telecommunication
Group (STG).Sudatel Ltd

Position:
Access Network-Planning Team
Leader

Duration:
(Dec 2011 → Dec2012)

MW:

Key Deliverable:

- Identified areas for process and efficiency improvement within the NOC
- Managed the team of NOC employees.
- Prepare technical design for the microwave's links (PDH, SDH, and Ethernet)
- Manage microwave frequency resources to get the optimum utilization and avoiding interference
- Coordinate between customer and vendor: Deal with different vendor and equipment (NEC PASOLINK, NEC NEO, NEC NEO-C, Huawei NERA and RTN600 Series up to RTN980)
- Produce a progress report monthly
- Conducting site survey and LOS verification survey (checking line of sight, Equipment installation)
- Use different NMS software (Huawei T2000, Huawei U2000, ZTE E300, NEC PNMS, and NEC PNMT)
- Use Pathloss V4 for link design (MapInfo & Google Earth for topology representation)

2G ,3G,4G:

Key Deliverable:

- Responsible for dimensioning, optimizing & monitoring network to meet the agreed KPIs & Reporting on weekly & monthly basis
- Responsible of monitoring & improving 2G/3G/4G network Utilization, traffic & throughput on daily basis & recommendation on CE & Codes and power, upgrade TRX expansion for GSM .
- Managing 4G radio network accessibility, retainability, availability, mobility and throughput
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- Recommendation & Following-up the actions of Pilot pollution, over shooter & Interferer sites detection in 3G and load balancing in 2G
- Experienced in OSS common explorer (M2000) & it is sub application [Alarms Management, Configuration Management and Performance Management)
- Managed all team of new sites planning data(SA ,TSS and FP, etc)
- Prepare and deliver network (2G, 3G and MW) expansion plan to PMO

Company:
SudaService Co.Ltd

Position:
NOC Team Leader

Duration:
(2009 → Nov 2011)

Key Deliverable:

- Establishing the new NOC office and equipment's as PM
- Following all BSS engineer to prepare the daily BSS report
- Following the TT creation and handling process
- Follow up the daily troubleshooting process with field supervisor and engineer and report to CTO
- Targeted KPIs is our goal
- Ensured proper implementation of changes to operational procedures
- Ensured that reports were accurate and delivered on time
- Managed the team of NOC employees
- Coordinated resolution of all NOC Incidents
- Evaluated software solutions for furthering the goals of the NOC
- Ensure adequate coverage for the 24/7/365 environment so that the network infrastructure is running effectively at all times which includes continuous monitoring of all services, and ensuring that every reasonable effort is made to restore service as quickly as possible in the event of an outage
- Coach and mentor senior and junior technicians to ensure personnel are working issues as efficiently and accurately as possible in a team oriented professional culture
- Meet very aggressive network availability, and ticket handling objectives while providing hands-on leadership during network events
- Coordinate the rollout of software updates, network rearrangements, and the installation of new equipment and facilities with Repair, Engineering, and Field Operations, minimizing Customer impact and maximizing the productivity of Birch resources
- Develop, refine, and document NOC policies, processes, procedures, and associated systems requirements and drive their implementation and use
- Work with Engineering to provide operational perspective to network upgrade and augment projects
- Develop and report on metrics for the performance of the NOC and individual NOC employees, including but not limited to MTTR, # of escalations, and tickets
- Drive technical staff to monitor and resolve customer issues and accomplish objectives by being a role model to impress upon staff to be self-motivated with the ambition to problem-solve, learn and create their own mechanisms for resolving issues and most importantly, communicate effectively with the ability to work in a team environment
- Plan projects, training, objectives, timelines, deliverables and milestones for the NOC
- To meet/exceed and maintain service levels as assigned by management
- To meet/exceed expected reliability standards
- Willing to take ownership and take on other duties as assigned

<p><u>Company:</u> SudaService Co.Ltd</p> <p><u>Position:</u> Field Technical Support TL</p> <p><u>Duration:</u> (2008)</p>	<p><u>Key Deliverable:</u></p> <ul style="list-style-type: none"> ▪ BSS technical support, troubleshooting & daily RNP reports analysis. ▪ Lunching and starting (STG) OMC project As PM ▪ GSM, WCDMA, CDMA and MW Field Tech support for all team (34 Workshop) ▪ (GSM, WCDMA, CDMA and MW)Spare Parts Forecasting and management ▪ Follow up the daily troubleshooting with field supervisor and engineer depending on our KPIs ▪ KPI analysis on sectorization and carrier up gradation
<p><u>Company:</u> SudaService Co.Ltd</p> <p><u>Position:</u> Implementation First Supervisor</p> <p><u>Duration:</u> (2006 → 2007)</p>	<p><u>Key Deliverable:</u></p> <ul style="list-style-type: none"> ▪ Line of Sight survey: Supervising installation of CDMA, WCDMA, GSM BTSs and Microwave ▪ Following all Subcontractors and report on daily basis to Division Manager ▪ Issued the BOQ for all equipments to Div manager to approve ▪ Preparation of civil works and power of a Site (pylon), ▪ Study and negotiation of new sites Electrical cabinet wiring, emergency repairs and maintenance of electrical installations ▪ Installation and commissioning of WCDMA RBS 6101 , 6102, 6201 ▪ Handling SW of W10B ERICSSON NodeB series RBS 6000 Troubleshooting ▪ Sweep test, DTF , VSWR by Site Master, Video test, test Call , DT Drive Tests ▪ Transmission E1 / Ethernet Traffic Lubs , Routing , Test for Hybrid microwave , ▪ Site Acceptance 2G, 3G ERICSSON ▪ Survey on more than 30 sites that will be swapped to the new technology (RTN 900 series "RTN 910, RTN 980 RTN950 ") , ▪ Supervision of the installation links (Installation IDU installation antenna and radio alignment antenna ...). ▪ Parameterization of the link (Enable ATPC test Ethernet ports, Gigabit Ethernet ports Testing , Testing configuration E1 TDM service and Ethernet equipment, Cross Connection / create virtual path Installation and commissioning of RTN 900 , 910, 980 V100R200 , R300 micro hybrid commissioning , acceptance and integration of new equipment supplier in the task swap ▪ Swap traffic NEC / Siemens MW Links Links HUAWEI packets , Ethernet traffic / Test ▪ Configuration & Fault Found transmission equipment , setting Ethernet service and testing ▪ hardware diagnostics , software and diagnostics ▪ Preventive maintenance of GSM site audit quality audits and Traceability abnormalities installation status cables, feeders ▪ land PATH of cable Corrective maintenance: implementation of agreed on GSM site changes, change THREADED rods supports antennas, reduced to normal ground connections, change of power cables, lighting 48V

<p><u>Company:</u> SudaService Co.Ltd</p> <p><u>Position:</u> FTB (Fiber To BTS) Project Implementation First Supervisor</p> <p><u>Duration:</u> (2005)</p>	<p><u>Key Deliverable:</u></p> <ul style="list-style-type: none"> ▪ Design the FTB rings in Greater Khartoum network with planning Dept ▪ Approving FTB Design ▪ Controlling the Outside installation teams through the area supervisors ▪ Swapping 80% of Sudani network (2G, 3G, CDMA and Corporate) in Greater Khartoum to FTB using the Metro1000&1500 instead of MW links ▪ Controlling the swapping Field teams through the area supervisors ▪ Working as PM till the FAC procedure and handled the project to Operation Dept ▪ Starting the FTTx (Fiber To The Home) first batch Design using the existing FTB network
<p><u>Company:</u> Sudan Telecommunication Group (STG).Sudatel Ltd</p> <p><u>Position:</u> Transmission Engineer</p> <p><u>Duration:</u> (2003 → 2004)</p>	<p><u>Key Deliverable:</u></p> <ul style="list-style-type: none"> ▪ Design SDH rings using different protections technology (MSP, SNCP) ▪ Design microwave link (PDH, SDH) ▪ Design DCN ▪ Supporting the Operation team in case of critical hardware and software problems regarding SDH equipments such as Huawei, Siemens and ZTE ▪ Preparing the SDH and rings expansion according to network statues and marketing forecast

Skills

<p>Exploitation Systems</p> <ul style="list-style-type: none"> ▪ Windows 2000,2003 (enterprise, standard), XP, Vista, 7 ▪ linux ▪ Computers Networking. ▪ CCNA, MCSE, TCP/IP ▪ Internet Protocol 	<p>Computer Tools :</p> <ul style="list-style-type: none"> ▪ Huawei M2000,Huawei T2000, Huawei U2000, ZTE E300, NEC PNMS, and NEC PNMT) ▪ Huawei MOS-07 TT system ▪ Huawei KPI performance Tools(PRS) ▪ MapInfo Google Earth ▪ Global Mapper, MapInfo, Aexio Xeus, RFVisual ▪ Pathloss ver 4&5 ▪ Tems Investigation, Nemo ▪ Microsoft Office (2003, 2007, 2010), MS Project 2007, openoffice.org3.
<p>Radio &TX measurement tools :</p> <ul style="list-style-type: none"> ▪ Site master ▪ Drive test Tools ▪ Frequency Scanning ▪ Navigator ▪ Spectrum Analyzer ▪ PDH/SDH Analyzer ▪ OTDR ▪ Optical Meter ▪ OF Splicing Machine 	

Trainings & Courses

- Access Network Platform IAS – W F7.41: (Oct'03 – Nov'03): EURO EXPERTISE S.A, Athens –Greece
- Access Network Platform IAS – F F7.42: (19 Apr'03 – 30 Apr'03): EURO EXPERTISE S.A., Athens –Greece
- Engineer Training on Huawei OptiX OSN 3500/2500/1500: (20 Dec'05 – 30 Dec'05): Huawei Technologies Training Centre, China
- Engineer Training on Huawei OptiX BWS Network Management System (DWDM): (2 Jan'06 – 17 Jan'06); Huawei Technologies Training Centre, China
- Engineer Training on Huawei OptiX iManager T2000: (19 Jan'06 – 23 Jan'06): Huawei Technologies Training Center, China
- ZTE ZXC1-BSSB (level A): (May'06 – Jun'06): ZTE University, China
- Engineer Training Courses on Huawei CDMA BSS Basic Engineering Training & Huawei PDSN & iManager M2000 V2; 4-22 Oct'07; Huawei Technologies Middle East & North Africa Training Centre (MENA Training Centre), Egypt – Cairo.
- Engineer Training Courses on Huawei WCDMA NodeB: (5-13 Aug'08): Huawei Technologies Middle East & North Africa Training Centre (MENA Training Centre), Egypt – Cairo
- Professional TCP/IP Training: (Sep'08): TEKONSULT, Munich, Germany
- Engineer Training Courses on Huawei GSM BTS 3900 Commissioning: (07-12 Nov'09): Huawei Technologies Training Centre (SudaCad), Khartoum, Sudan
- Engineer Training Courses on Huawei CDMA Network Optimization: (20-30 Dec'09): Huawei Technologies Training Centre (SudaCad), Khartoum, Sudan
- Training Course on RTN600 Microwave Series 610,620(Huawei): (26-30 Dec'10): Huawei Technologies Training Centre (SudaCad), Khartoum, Sudan
- Training Course on Satellite Link Budget Design: (05-09 Dec'10): Telefocal Asia Pte. Ltd. (SudaCad), Khartoum, Sudan
- Cables Installation, Out Side Networks Planning & Faults: (May'02 – Jun'02): Sudatel Telecommunication Academy; Khartoum – Sudan
- Windows NT: (Nov'02 – Dec'02): Sudatel Telecommunication Academy; Khartoum – Sudan
- Computer Maintenance: (12 Apr'03 – 26 Apr'03): Sudatel Telecommunication Academy; Khartoum – Sudan
- Wi Max Wi-Fi: (12 Apr'09 – 30 Apr'09): Sudatel Telecommunication Academy; Khartoum – Sudan
- Training Course on The Internet Protocol (IP): (03-07 Oct'10); Sudatel Telecommunication Academy; Khartoum – Sudan
- CCNA Course: (Dec'09 - Jan'10): Sudatel Telecommunication Academy (SudaCad); Khartoum – Sudan
- Training Course on Enhancing the Effectiveness & Skills of Work Groups and Teams: (26-29 Jul'09): Sudatel.
- English Language Course: (Mar'04): Sudan National Center for Languages (SEITI); Khartoum – Sudan
- Telecommunication Academy (SudaCad); Khartoum – Sudan.

Knowledge

- Professional using of (PathLoss4&5,MapInfo ,MS ,VB macro MS office , ,Huawei T2000,Huawei U2000,NEC PNMT,NEC PNMS,ZTE E300)
- Professional PM in SDH rollouts such as Huawei Optix 1000 Metro up to (1500, 2500, 3500 and 7500 OSN)
- Professional PM in 2G, 3G and MW rollout such as Huawei, ZTE, Alcatel-Lucent
- Professional using of Huawei T2000 and M2000 NMS
- Professional with all power equipments and instruments
- Professional with IT, Networking, Troubleshooting and Technical support
- Professional with Computer Maintenance and Troubleshooting (SW&HW)
- Professional using of Optical Fiber tools such as OTDR, Optical Meter and Splicing Machine. Plus terminal ODFs planning skills
- Professional with Access control equipments such as CCTV, Fire Alarms, and related security system
- Professional with Generators (Genset) Operation &Maintenance
- AC and DC power equipments deep knowledge
- Capability to work hard, under pressure and over time
- Excellent self-study ability
- Versatile with software
- Decision-making and team leading ability
- Energetic, positive, and constructive attitude
- Ability to make reports, presentations and control daily work

Languages

- Arabic : Native language
- English : TOEFL (preparation)

Hobbies

Sports	Football and volleyball
Interests	Reading, Traveling and films

References are available upon request.