CURRICULUM VITAE

**Personal Information:**

**Name:** Yousif JamalEldein Yousif AbdElmokrum

**Date & Place of Birth**: 27/7/1989

**Nationality:** Sudanese

**Gander:** Male

**Marital status:** Single

**Permanent Address**: Sudan-Khartoum-Oumdurman

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**E-Mail:** Yousifjamal32@gmail.com

**Languages:**  Arabic (Mother Tongue)

 English (Second language, writing & Speaking)

**General Profile:**

 Knowledgeable Telecom engineer with excellent interpersonal skills. Able to work in the most demanding environments, maintenance, fault diagnosis and repair works.

**Objectives:**

To work in an innovative environment, where I can deploy and implement my experience to further enhance skills by contributing into the growth of the Organization.

To work within the team and make the difference.

**Supporting Skills and Experience:**

* Excellent working knowledge in Projects management and team management.
* Full knowledge in telecom and electronics fields.
* Carry out operation, maintenance, and fault diagnosis and repair works.
* Basic knowledge of PC Hardware and structure.
* Computer skills of windows and related basic applications and tools such as Word, Excel, Power Point, etc.
* Excellent verbal communication skills.
* Excellent working knowledge in HUAWEI SUDAN Company as FO engineer.

**Academic Qualification:**

* B.SC. in Electronic and Telecommunication Engineering (Honor) in November 2013.

**Experience:**

Pass ZAIN (Site Test) Exam for field engineers on Tuesday 11.8.2015.

Work at PCT as telecom engineer in ZAIN PROJECT (East Region) from 1/12/2014 till 30/7/2015.

**Key Responsibilities:**

* Provided technical assistance in person, over the phone.
* Provided technical assistance in site.
* Installed new systems and confirmed that everything was fully operational.

Work at ZEBIAN SERVICES CO. LTD subcontractor for HUAWEI SUDAN as telecom engineer in ZAIN PROJECT (East Region) from 1/8/2015 till 17/1/2016.

**Key Responsibilities:**

* Provided technical assistance in person, over the phone.
* Provided technical assistance in site.
* Installed new systems and confirmed that everything was fully operational.

Work at HIBA international subcontractor for HUAWEI as FO engineer in ZAIN Nile project from 26/12/2016 till 26/1/2018.

Work at Maxwell Technology subcontractor for HUAWEI as FO Team Leader in ZAIN Nile project from 26/1/2018till now.

**Key Responsibilities:**

* Carry out efficiently all NOC-Mobile related day to day activities (Fault Management, Performance Monitoring, Configuration implementation, and service provisioning across all Mobile network elements (across Mobile core Networks, TRM networks, RAN networks) and service platforms (Solarwinds , Ericsson SOEM & OSS, Huawei U2000 and FM Dashboard).
* Support the introduction of network management functionalities towards enabling NOC to centrally perform fault management for all mobile network elements and service platforms.
* Escalate major faults that can affect service levels to higher management, Call Centers , Customer support teams (to handle customer complaints in accordance with agreed SLAs); undertake root cause analysis of trouble-tickets to identify root causes and develop mitigating actions.
* Provide L2 support for Customer Call Centre by acting as a focal point for Mobile Customer Complaints, consumer and corporate.
* Perform remote trouble-shooting and escalation of faults and customer complaints to the relevant Technology teams where required; track and ensure timely resolved.
* Perform remote network configuration implementation of Mobile networks on TRM and RAN levels in close coordination with relevant technology and Business teams.
* Handle other Mobile O&M functions (outside the NOC) that can be better optimized and managed within the NOC.
* Work cooperatively with all NOC teams to ensure the highest level of performance.
* Provide remote technical assistance to field teams and ensure that field works are implemented without impacting the network health.
* Monitor the performance of the Mobile networks according to predefined thresholds and implement re-configurations to minimize performance degradations.
* Implement maintenance routine schedules as per manufactures guidelines /operational manuals .
* Network Management Centre (NMC).
* Full experience as a technical support field working.
* Excellent working knowledge in Projects management and team management.
* Full knowledge in telecom and electronics fields.
* Carry out operation, maintenance, and fault diagnosis and repair works.
* Basic knowledge of PC Hardware and structure.
* Computer skills of windows and related basic applications and tools such as Word, Excel, Power Point, etc.

**Skill:**

* Planning, organization and executing skills.
* Good communication skills with colleagues and customers .
* Ability of work under pressure in both individual & teamwork.
* Ability to provide services in both language.
* Excellent experience on Microsoft Office.
* Effective communication skills including verbal, written and presentation skills.
* Team work & collaboration skills.
* Diagnostic and technical skills
* Excellent interpersonal, communication, negotiation and leadership skills .
* Customer Focused .
* Fault Management & Trouble Ticketing
* Strategic orientation.
* Problem solving and decision making .
* Ability to read and understand diagrams/ charts/ technical specifications .
* Innovative and creative thinker .
* Time for resolution of Level 2 & Level 3 customer support issues
* Self-motivated and able to work under pressure.
* Project management skills practically(PM).

**Duties and Responsibilities:**

I will work in pressures and any circumstances as well as am able to work hard and accept all my supervisors’ advices.

Curry out all tasks and inquiries by phone and emails came from customers and handle all incidents support engineer.

Make sure that the customers is very satisfied and all inquiries and question was done successfully.

**Reference:**

Upon request.