

101332-TLC-57CDu-E-2014
Senior Installation Engineer (Team Leader)

Holds a B. Sc. in Electronics & Communication Engineering and has about 6 years experience working in telecommunication field.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 27/02/1992
Gender : Male
Marital Status : Single
Residence : Shoubra, Cairo

EDUCATION

: B. Sc. in Electronics & Communication Engineering, El-Shorouk University, 2014

LANGUAGES

Arabic : Native Language
English : Very Good

COMPUTER SKILLS

: Windows, MS Office, Internet
: Java – Photoshop – AutoCAD – Matlab – VMware – ERP

TRAINING COURSES AND CERTIFICATIONS

: GSM (self-study).
: CCNA.
: Emergency First Aid.
: Fire Fighting.
: Embedded System Diploma.
: LTE.
: Tower Climbing.
: Risk Assessment.
: IT training, Fresh Electric for home appliances (from Jul. till Sep. 2012):

- Monitor all network assets to ensure the best availability.
- Diagnose and troubleshoot fault-related incidents.
- Repair and setup full package system software on the new computers.

CHRONOLOGICAL EXPERIENCE RECORD

Dates : From Nov. 2020 till now
Employer : Alfa Electronics
Job title : Senior Installation Engineer (Team Leader)
Job Description :

- Responsible for managing the full installation cycle of ALFA products at the clients' sites by:
 - Receiving POs from the sales team, preparing the needed documentation and finally reporting delivery status.
 - Preparing weekly installation plans including validation of PO based on site surveying, studying existing networks, implementing needed modifications for perfect integration with the system.
 - Performing some network designing and system layout.
 - Performing all financial project documentations on the ERP system.
- Supporting presales and engineering departments by assigning one of the team members in the following: Site surveys, samples installations, field test installations and networks/system layout design if needed.

Dates : From Jul. 2017 till Jul. 2020
Employer : Egyptsat Telecom
Job title : Sales & Technical Support Satellite Engineer VSAT
Job Description :

- Receive RFI, RFQ, RFT and reply with technical offer and commercial offer.
- Design technical solution to different clients according to client's needs.
- Arrange Technical meeting to verify the technical request with the client.
- Responsible for E-Marketing campaigns.
- Account Manager for Oil and Gas, pure mobility and Mining companies.
- Have excellent knowledge in I Monitor, I Builder, I Direct components, Ticket system, Outlook.
- Creating new systems on I Direct HUB and Troubleshooting with Customers Remotes.
- Monitor the whole network, doing first line troubleshoot.
- Analyze the results of corrective actions to ensure systems, components and services are working satisfactorily.
- Providing end-user support and troubleshooting by phone.

Dates : From Nov. 2015 till Dec. 2016
Employer : IOS-Ricoh-Services
Job title : Technical Service Engineer (Maintenance Engineer)
Job Description :

- Installed, repaired and carried out on preventive maintenance for Ricoh photo copiers Facsimiles and printers.
- Demonstrated Ricoh equipment to customer & provided key operator training to end-users.
- Submitted timely and accurate Field Service Report to the Field Service Manager.
- Identified customer service requirements and proposed solutions.
- Maintained a high level of customer satisfaction in terms of service.
- Handled in professional way to achieve Customer satisfaction.

Dates : From May 2015 till Oct. 2015
Employer : ECP Technology
Projects : Swap 3G – RN – Rollout – Revamp – Survey – Acceptance
Job title : Technical Support Engineer in Ericsson equipment for Vodafone & Etisalat
Job Description :

- Troubleshoot Microwave link Problems (RSL, BER, Alignment).
- Achieving Health and Safety Regulations inside site Properly.
- Handling Trouble Tickets.
- Site Acceptance according Customer Check List.