Amro Mubarak Abdelgadir Almaki

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Date of Birth: 03/06/1992                                       *Nationality: Sudanese*

**Career Objectives:**

* Seeking challenging career in a professional organization, in the field of Telecommunication, FTTH & VSAT Broadband, Networking & support & services.

**Competencies:**

* **Professionalism –** Good analytical and problem solving skills. Knowledge of relevant telecommunications & Networking Support policies, structure and strategy as it relates to the area of assignment and complete understanding of telecommunications & Networking technologies.
* **Planning and Organizing** – Demonstrated organizational skills and ability to establish priorities and to plan, coordinate and monitor own work plan, with supervision, under the pressure of frequent and tight deadlines often in difficult and demanding conditions.
* **Commitment to Continuous Learning –** Willingness to keep abreast of new developments in the telecommunications and Network support fields.
* **Teamwork**– Good interpersonal skills, plus the ability to establish/maintain effective partnerships and working relations in a multi-cultural, multi-ethnic environment with sensitivity/respect for diversity.
* **Communication** - Good written and spoken communications skills, including the ability to convey technical concepts to non-technical staff at all levels, in a clear and concise manner.

**Responsibilities:**

* Supervisor for operations and installation team in Eastern region and other -Subcontractors.
* Playing parts as Supervisor for microwave projects in Eastern region.
* Playing parts as FTTH projects Supervisor for installation and maintenance as receiving orders in the system and making plan for the teams and Contractors teams in the Area.
* Playing part of MOH ministry of health project as back office as receiving Alarms for CCTV in all clinics in the Area and checking and doing troubleshooting open site Tickets.
* Playing part as quality checker of MOH site in Eastern Area as receiving the site from contractors and checking the quality of installation OFF CCTV system and fire alarm system and detector cabinet and node point and Pc, s also printers.
* Accepting and rejecting handover from Contractor regarding the MOH site’s.
* Following up with Team on the site as supporting with technical issue.
* Checking the handover for All FTTH installation quality in the Region.
* Giving support to maintenance team on the site.
* responsible of FTTH stock in the reign handover new ONT, s and receiving old one from teams.
* Responsible of opening and coordinating All FTTH tickets through Boss System, s and make Daily Reports
* Responsible of coordinating FTTH installation through Boss System, s and following with Contractor in the region.
* Receiving upgrade and relocation order for FTTH customers from ITC and make plans and assigned for team and close order in FOA system
* responsible of troubleshooting and open Tickets for MOH projects and following with team on the site’s
* responsible of requesting CCTV spare from Hawaii team and taking advice.
* play part as escalating customer’s cases under open access project for FTTH with STC and DWT company to make plan and make Joint visit with other partners.
* escalation and taking advice from Salam regarding FTTH and MOH projects.
* attending monthly meeting with Salam to take advice and improving.
* responsible to prepare plan and site access for VSAT customers as all customers in remote Area.
* responsible of making plan and duty shift for the teams in the region under FTTH and MOH projects.
* responsible to prepare monthly inventory stock for the teams and submitted to head office.
* responsible of making vacation plans for team in the region and requesting and approving it's from HR in head office.
* making monthly report of the region stock to request new materials for all the projects in the Area.
* Prepare a variety of written reports including site survey and maintenance.
* Prepare weekly and monthly report for operations and installation activities.
* Provision of technical support services, troubleshooting and resolving end-user’s problems.
* Prepare and develop Daily, Weekly and monthly technical and team performance reports
* Perform other related duties up on direct manager instructions.
* Site inspection for any in progress sites and make a comprehensive report
* PATs documents preparation, attending PATs, perform tests and Explain scope of work to other Engineers.
* Microwave Link Transfer/shifting the traffic from one link to another due to LOS (line of sight) issues & Troubleshooting interference issues
* Troubleshooting all kinds of technical issues on MW Infinite, CBNL, WIMAX connections and VSAT Broadband and FTTH.
* VSAT Modems Configuration and troubleshooting,
* Microwave system configuration.

**Summary of Skills:**

* Responsible for daily reports of (FTTH projects Maintenance+ installation) VSAT projects and Microwaves in Eastern Region.
* Making daily plan for FTTH project in the region and share orders and Tickets with team.
* Making plan for VSAT installation and Maintenance with customers.
* Making plan for MOH project and check the quality and accept handovers.
* Technical site survey and complete installation of VSAT antennas.
* Technical site survey and complete installation for microwave (CBNL Infint) and WiMAX links.
* Working in 24x7 network operations duty shifts and providing technical support to team on the site.
* Preventive maintenance and technical audit of installed sites.
* VSAT antenna pointing, assembling, and satellite tracing.
* Familiar with VSAT Link Star, iDirect 5100, iDirect x1, x3 and X7 Installation and Configuration.
* Complete Microwave systems installation and configuration (InfiNet / Cambridge / WiMAX).
* Perform Drive Test (Collect Terrain Data) for any LOS issues.
* FTTH Troubleshoot.
* CCTV and NVR Troubleshoot.
* GPON Modem Configuration.
* DSL Modems Configuration.
* Troubleshoot the DSL Connectivity.
* Carrying out periodic and corrective maintenance of VSAT DSL GPON WIMAX
* Terminals and other telecommunication equipment’s.
* Leading all operations works related to area.
* On-site VSAT & Microwave Systems set up, participation and troubleshooting.
* On-site FTTH, participation and troubleshooting.
* Prepare the Handover reports for any new telecommunication sites.
* Cabinet Installation &MRS Routers & Switches Handover.
* Receive customer’s calls and troubleshoot their FTTH- VSAT -DSL -GPON -WIMAX Internet technical issues remotely.
* Open Maintenance Tickets to the customers who still having internet issue

**Work History:**

From 2017 – Up to Date (Present) Mawarid Electronics Co. Ltd   -subcontractors with Salam company.

Eastern Area supervisor .

**Education**

 Completed-Telecommunication-Engineering, -Faculty-of Telecommunication and Space Technology, The Future University (Sudan).

**Short Courses:**

* **Optical fiber cabling**

Optical fibers Basics and Optical fibers cabling Lab.

* **Cisco CCNA**

Internetworking knowledge about routing and switching managing networks and configuration.

**English Communication** (American Discussion Club.)

* **Diploma of Networks**: Network design and installation of twisted pair cable, Administrator design virtual machines lab.
* **Electronic Accounting**

MS excel lab, QuickBooks lab, Peachtree lab.

Baker Al Area Coordinator

We are looking for a well experienced and skilled AREA COORDINATOR for our company located in United Arab Emirates. Minimum 2 years’ experience in this field.

Skills Required

- Evaluate employee performance and implement staff development plans.

- Project a positive attitude and act as the role model for staffs.

- Conduct one-on-one meetings with employees to address violations of rules and regulations.

- Generate business reports on weekly, quarterly and annual basis.

- Stay updated on latest business trends.

- Perform departmental responsibilities including trainings, operations, programming, and leadership education.

- Understand employee concerns and resolve them effectively.

- Applicants should be in UAE.

Kindly upload your updated resume in a pdf with photo.

Job Types: Full-time, Permanent

Ability to commute/relocate:

* Dubai: Reliably commute or planning to relocate before starting work (Required)

Experience:

* area coordinator: 1 year (Preferred)