



Objective

To obtain management position use my expertise and skills to develop, motivate, lead employee productivity and seeking a management position with a company where I can utilize my skills and experience to improve operations, increase profitability, and enhance growth.



EXPERIENCE

❖ Management

October 2020 -Until now **Project Coordinator – Nokia Al Saudia**

Zain 5G and LTE implementation project in western region:

- Follow the implementation activity for 5G and LTE technology.
- Follow the teams during activity, quality reports submission and reports validation.
- Follow the video quality activity for site acceptance.
- Deal with the implementation issues during the activity.

June 2020 -April 2020 **Project Manager-ITCL (International Telecommunication Co. Ltd)**

MOEWA (Ministry of Environment Water and Agriculture) Project-Riyadh /Dammam

- Manage the support readings and billing of water meters” project in Riyadh and Dammam which is including 2 area Manager, 4 supervisors and 70 Agents.
- Prepare the project cost estimates, budget, schedules and execute the project phases.
- Prepare and submit reports on the progress and status of the project.
- Determines project responsibilities by identifying project phases and elements; assigning personnel to phases and elements.
- Identify resources, assign workloads and manage schedules to ensure timely deliveries.
- Assist in employee recruitment, performance evaluation promotion, retention and termination activities.
- Prepare the team attendance reports and salaries sheet.
- Prepare manual of work steps and the mobile app for meter reading activates.
- Follow and coordinate with developer for the website and mobile app creation.
- Deal with all project issues, customer escalation and prepare the planning to solve them.

SIM OTA Project (STC)- Riyadh

- Manage the SIM OTA (Over the Air) (O&M-operation and maintenance) Project with Saudi Telecom Company.
- Prepare the team attendance and the activities reports.
- Following and reporting the others related projects progress (IMEI lock Black List Applet), (SIM OTA Enhancement).
- follow the invoicing process for the projects and prepare related sheets.

Data Collection Project – Saudi Arabia

- Manage the data collection project for shops in Saudi Arabia which is include (20) agents
- Develop data collection routes in different areas to facilitate collection.
- Follow the validation process for data collection on the website and mobile app.
- Perform regular assessment on all data collection processes.
- Prepare the work planning, daily activity report and prepare the weekly report.

Fuad Alhammouri

Project Manager



Personal Information

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Education

Bachelor's degree of: "Communication and Software Engineering"-Balqa Applied University (Huson College - Department of Electrical and Electronic Engineering) - Jordan.



Training

Holds a certificate from the Jordanian Company for Mobile Services (Zain), infinite field training in the Department of Network Management during the period from 14/02/2010 to 27/05/2010.



Communications

Arabic: Mother tongue

English: Very well (Read, Write and Speak)



Computer Skills

- MS Office (Word, Excel, Project, PowerPoint, and outlook)

-Basic Knowledge of PC software and hardware.

- MS Projects (Schedule, Manage and control the projects)



General Skills

- Project Management
- Risk Management
- The ability to plan and develop own policy department.
- Ability to understand contracts and specifications.
- Computer proficiency and basic applications and the use of the special nature of the work programs.
- High capacity and skills in communication and negotiation skills proficiency.
- Work under pressure.

MLSD Project- Riyadh

- Manage the Asset management project which is include (10) employees for Computers inventory and technical support with Ministry of Labor and Social Development (MLSD) through 117 departments and around 1700 computers in Saudi Arabia
- Prepare the project plans schedules according the budget, execution and submit the progress report and following the status of the project.
- Manage the subcontractor teams which is includes 13 agents and 10 departments.
- Prepare time sheets for resource attending and daily activity report.
- Identify resources, assign workloads and manage schedules to ensure timely deliveries.
- Assist in employee recruitment, performance evaluation, promotion and termination activities.

July 2015- Aug 2016 **Project Coordinator - ITCL (International Telecommunication Co. Ltd)**

NWC (National Water Company) Project - Riyadh

- Supervising the water violation project with Meter reading which is include (10 supervisors and 100 agents in KPI department and 20 employees in MPP (manpower) department.
- Identify resources, assign workloads and manage schedules to ensure timely deliveries.
- Prepare the violations procedure report, which is certified by NWC.
- Prepare the Time sheets for resource attending and daily activity report and salary sheet.
- Prepare the daily reports for violations in three regions (Jeddah, Riyadh, Makkah).
- Deal with all project issues and customer escalation; prepare the planning to solve them and costumer meeting attending.
- Deal with the website and mobile applications issues.

Apr 2014-Oct 2014 **Project Manager- FCGI (Future Communications Guidance International company)**

Huawei TI Project -Riyadh

- Manage the Huawei TI implementation project which is include the delivery of high budget and high-risk project as well for several project phases: Zain (2G Saudi expansion project, IBS and LTE project), Mobily (National FDD project, ALU swap +New FDD 2GL+9, 2GL+8 andUSF7) and STC (Saudi STC LTE Project 2012 and MW installation for 70 sites including two coordinators and five teams.
- Prepare work planning, the cost trackers and quantity sheets updating.
- Deal with all project issues and customer escalation; prepare the planning to solve them and customer meeting attending.
- Follow the subcontractors for project implementation, prepare the work planning, cost sheet for them.
- Prepare the invoicing plan and follow with customer to clear it.
- Prepare project estimates, budget, schedules and execution plans.
- Identify resources, assign workloads and manage schedules to ensure timely deliveries.
- Prepare the time sheets for resource attending and daily activity report.
- Deal with all project issues and customer escalation; prepare the planning to solve them and costumer meeting attending.
- Prepare manuals, on-job-training, maintenance procedures.

Apr 2013- Apr 2014 **Project coordinator - FCGI (Future Communications Guidance International company)**

Huawei TI Project -Dammam

- Follow the implementation activity including 3 teams for (2G, 3G and 4G) technology, Zain (2G Saudi expansion project and LTE project), Mobily (National FDD project, ALU swap +New FDD 2GL+9) and STC (Saudi STC LTE Project 2012).
- Manage the sites Survey and TSSR (Technical Site Survey Report) for STC, Mobily and Zain sites in eastern region.
- Proceeding PAT activity and prepare the related document also process the site hand over for (civil PAT, and telecom PAT) with vendors.
- Supervising and follow up site construction process with contractor's telecom and Civil work.
- Control the daily activity and MDT activity also i performed it with teams.
- Prepare the time sheets for resource attending and daily activity report.
- Customer meeting attending, to observe the installation activity update with installation issues solving.

Sep 2012-Apr 2013 **Distract Manager - FCGI (Future Communications Guidance International company)**

STC O&M (Operation and Maintenance Project) -Eastern region

- Manage the operation and maintenance service for GSM network project through two coordinators and 7 teams for 412 sites in Saudi Arabia (eastern region), which is extends around 1500 km.
- Prepare the tracker sheets and prepare the sites sheet updating.
- Prepare manuals, on-job-training, maintenance procedures.
- Prepare the sales sheet, budget, cost trackers and quantity sheets updating.
- Deal with all project issues and customer escalation; prepare the planning to solve them and meeting attending.
- Secure with customer the maintenance and operation for all sites in events areas and festivals.

Oct 2011-Sep 2012 **Supervisor - FCGI (Future Communications Guidance International company)**

STC O&M (operation and Maintenance Project) - Jubail

- Manage the maintenance and operation service for GSM network Project including five teams for 290 sites which is extends 500 Km.
- Supervising and planning PMR and CMR for 293 sites in Jubal district.
- Prepare the trouble investigation report and the deficiency report.
- Supervised NSN materials (replacement, collection, inventory).
- Perform PAT and hand over process for 2G sites with vendor.
- Ability to deal with performance and optimization problems (No traffic, call drop)
- Analysis for log files and prepares maintenance reports.
- Tickets updating, outages following and reporting in day/night time.
- Handling and follow up procedures through trouble ticket system.
- Preparing site inventory sheet, material request sheet.

❖ Field

Oct 2010- Oct 2011

Site Engineer - FCGI (Future Communications Guidance International company)

STC O&M (operation and Maintenance Project) -Jubail

Performed the operation and Maintenance services for STC GSM sites in eastern region:

- Configure and Maintenance the BTS (Base transwers station): Siemens BS240XL, Nokia flexi.
- Configure and Maintenance the Microwave IDU/ODU (Siemens (SRL), Nokia Flexi Hybrid, Ericsson MMU, RTN and NEC).
- Deal with all indoor and outdoor hardware alarms and issues for the sites and solve them. and deal with ODU Alignment issue, MDT attending (shifting E1), LOS issue.
-Site Master-operation and measurements for feeder testing by parameter below:
*VSWR (Voltage Standing Wave Ratio).
*DTF (distance to fault).
- Implementing the site survey (2G site green field and rooftop, COW site).
- CWO diagram following and correction.
- Responsible for the 24x7x365 and shift time work.
- Dealing with Optimization and performance problems (drop call, low traffic, no call).
- Handling mux diagram and tracing E1 with troubleshooting over fiber and MW equipment (Huawei, lucent, Alcatel, Siemens and Ericsson).
- Implemented PMR (Preventive Maintenance Routine) in 2G sites, exchange sites, and upload in WFMS (Workforce Management System) system.