

Fuad Abi-Ajram

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PERSONAL INFORMATION

Date of Birth: May 15, 1981 Marital Status: Single Nationality: American
Place of Birth: Beirut, Lebanon Sex: Male

EXPERIENCE

Systems Engineer - IN Specialist Mar 2005 - present
Nokia Siemens Networks (formerly Siemens AG) Beirut, Lebanon

- Test, implement and maintain Intelligent Network elements and applications
- Identify, analyze and solve system problems in a timely manner
- Provide technical requirements for new customer features/services
- Plan and perform platform upgrades (software and hardware) with minimal downtime
- Design, test and implement tariffs for services
- Create scripts for scheduled jobs and mass changes
- Train/enable NSN and customer IN engineers on the IN@vantage platform and IN related features
- Handle emergencies (such as call outage) and resolve them in a timely manner
- Meet with customer regularly to present update reports and ensure satisfaction
- Frequently work 10+ hour shifts under challenging conditions to meet deadlines

Project delegations (all onsite):

- **MTN - Damascus, Syria** Jun 2008 - present
- **MTC Touch - Beirut, Lebanon** Nov 2007 - Jul 2008
Performed one hardware and several software platform upgrades, maintained IN@vantage platform, enabled two MTC Touch IN engineers and implemented a Virtual Private Network (VPN)
- **Alfa - Beirut, Lebanon** Mar 2008
Assisted with the hardware and software installation of NetAct
- **Sonatel - Dakar, Senegal** Oct 2007
Performed IP Dispatcher cutover and prepared an IN migration of 500,000 subscribers
- **Afghan Wireless - Kabul, Afghanistan** May - Aug 2007
Assigned as IN team leader; performed two platform upgrades (software and hardware) and trained six NSN IN engineers
- **Vodacom - Dar es Salaam, Tanzania** Feb 2007
Migrated three million subscribers from INXpress to IN@vantage and enabled three Vodacom IN engineers
- **Banglalink - Dhaka, Bangladesh** Jan 2007
Integrated new IN@vantage platform, made first call and trained three NSN IN engineers
- **MTC Touch - Beirut, Lebanon** Oct - Nov 2006
Maintained IN@vantage platform and prepared new DST change
- **Siemens Regional Network Care Center (RNCC)**
Beirut, Lebanon Apr - Oct 2006
Johannesburg, South Africa Sep 2005 - Apr 2006
Supported 15 operators in the Middle East by remotely assisting onsite NSN engineers
 - Etisalat (UAE) MTC-Vodafone (Kuwait) SabaFon (Yemen)
 - Fastlink (Jordan) NMTC (Kuwait) Spacetel (Syria)
 - Mobilink (Pakistan) Oman Mobile (Oman) STC (Saudi Arabia)
 - MTC Touch (Lebanon) Qtel (Qatar) Syriatel (Syria)
 - MTC-Vodafone (Bahrain) RIC (Iran) Telenor (Pakistan)
- **Vodacom - Johannesburg, South Africa** Jun - Aug 2005
Integrated new IN@vantage platform and made first call

Academic Instructor
Doctrina Tutoring

Jul 2004 - Mar 2005
San Diego, USA

- Tutored high school and college students in math, physics and engineering
- Prepared students for SAT I & II exams
- Worked with students 1-on-1 and in small groups
- Met with parents and/or teachers on a regular basis to discuss student progress

Network Administrator
Skin Surgery Medical Group

May 2000 - Oct 2004
San Diego, USA

- Upgraded network from Windows NT Server and Windows 95 to Windows 2000 Server and Windows 2000 Professional, respectively (26 workstations)
- Implemented client/server Ethernet for patient database
- Maintained hardware, software and backups
- Trained employees on the use of new software/hardware
- Prepared PowerPoint presentations for doctors' lectures
- Designed several brochures for different dermatologic procedures

TRAININGS/CERTIFICATIONS

Sun

- Mar 2005 - Beirut, Lebanon: Intermediate Solaris 9 System Administration
- Mar 2005 - Beirut, Lebanon: Advanced Solaris 9 System Administration
- Apr 2005 - Beirut, Lebanon: Solaris 9 Network Administration

Siemens

- Apr 2005 - Vienna, Austria: IN@vantage Service Administration and Operation V7 (IN@SERVADM)
- May 2005 - Vienna, Austria: IN@vantage Platform Operating V7 (IN@PLATOP)
- May 2005 - Vienna, Austria: IN@vantage TAC2 Workshop

Nokia Siemens Networks

- Jan 2008 - Singapore: NetAct OSS4.1 Administration 1, 2 and 3i (OSS41ADM1, OSS41ADM2, OSS41ADM3i)
- Mar 2008 - Vienna, Austria: IN@vantage VPN
- Mar 2008 - Vienna, Austria: IN ServiceXpress VPNXpress
- Mar 2008 - Vienna, Austria: IN ServiceXpress System Administration

EDUCATION

University of California, San Diego - Jun 2004

San Diego, USA

Bachelor of Science, Electrical Engineering (depth in DSP and communications systems)

Projects

- **Senior Project:** Designed and programmed a microprocessor controlled free-weight system to be used at RIMAC (UCSD's gym). [Grade: A]
- **Elective Project:** Led a 25-person group to prepare a 30-minute presentation on a proposed space project for NASA. [Grade: A]

International College - Jun 1998

Beirut, Lebanon

High School Diploma

TECHNICAL SKILLS

- Excellent knowledge of PC hardware
- MATLAB, PSpice, CodeWarrior
- C, Java, HTML, assembly
- Microsoft Office, Microsoft Exchange
- Crystal Reports
- UNIX

OTHER SKILLS/ABILITIES

- Excellent presentation skills
- Able to adapt to diverse environments quickly
- Able to work with different customers regularly
- Able to work under stressful conditions and on a tight schedule

LANGUAGES

- Fluent in English and Arabic
- Intermediate French

ACTIVITIES/HOBBIES

- Skiing
- American Football
- Traveling
- Tennis
- Photography