

Ramy Makram Gerges Abdou

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Telecommunications Engineering | Telecommunication Systems Maintenance and Troubleshooting | Transmission Management Team Leadership & Development | Maintenance Planning & Execution | Emergency Response Management | Problem Solving

Dynamic and results-driven professional with over ten years of extensive experience monitoring, troubleshooting, and ensuring the optimal performance of global telecommunication networks with a strong foundation in network protocols, advanced troubleshooting methodologies, and real-time system monitoring tools. Adept at overseeing comprehensive maintenance strategies, ensuring optimal network performance, and driving team efficiency. Possess a deep understanding of telecom back-end operations, troubleshooting, and system optimizations. Proficient in analyzing large datasets, providing timely solutions, and collaborating with cross-functional teams to achieve operational excellence. Committed to fostering a culture of continuous improvement, embracing emerging network technologies, and delivering unparalleled network reliability.

SIGNATURE COMPETENCIES

Telecom Systems and Equipment - Mobile Networks - Telecom Infrastructure - RF (Radio Frequency) Equipment - Network Troubleshooting - Preventive Maintenance - Corrective Maintenance - Hardware Diagnostics - Environmental Systems – Electrical Systems - Network Optimizations - MOTOROLA BTS - NOKIA / Siemens - 2G, 3G, LTE, 5G Networks - NEC Links - Fiber Optics - HDSL Modems - Field Operations - Power Supply Systems - UPS (Uninterruptible Power Supply) - Fire Alarm Systems - Links Alignment - Links Re-Routing - Signal Quality - Telecom Vendor Management - Technical Reporting - Network Monitoring Tools - System Upgrades - Site Inspections - Disaster Recovery - Safety Protocols - Redundancy Systems Continuous Network Availability - Load Balancing - Vendor Programs

PROFESSIONAL EXPERIENCE & MILESTONES

▪ **Office Team Leader | Mobiserve Holding**

Feb 2023 till Present

Key Highlights:

- Lead, mentor, and manage the office team of Maintenance Mobile Networks Engineers, ensuring smooth day-to-day operations.
- Conduct regular training sessions to keep the team updated with the latest mobile network technologies and best practices.
- Evaluate team performance and provide feedback for continuous improvement.
- Oversee the planning, scheduling, and execution of preventive and corrective maintenance activities for mobile networks.
- Ensure that maintenance activities align with operational standards and regulatory compliance.
- Provide technical guidance and assistance in complex troubleshooting scenarios.
- Keep abreast of the latest advancements in mobile network technologies to guide the team effectively.
- Allocate resources, including manpower and tools, for scheduled and emergency maintenance activities.
- Manage maintenance contracts, vendor relationships, and procurement of equipment and parts.
- Ensure accurate and timely documentation of all maintenance activities, including the issues identified, solutions provided, and parts replaced.
- Generate periodic reports detailing team performance, maintenance activities, network health, and any potential risks.
- Coordinate closely with field engineers to get real-time updates on maintenance activities.
- Ensure field engineers have all necessary resources and guidance to effectively perform their tasks.
- Act as the primary point of contact for internal and external stakeholders regarding maintenance activities.
- Ensure clear communication with other departments and teams for collaborative projects or shared responsibilities.
- Implement quality assurance protocols to ensure that all maintenance activities meet predefined standards.
- Regularly review and update quality standards in line with industry best practices.
- Assist in the development of operational budgets for maintenance activities.
- Monitor expenditure, ensuring optimal use of resources while staying within budget constraints.
- Oversee the use of network monitoring tools to keep an eye on network performance and identify potential issues before they escalate.
- Guide the team in network optimization tasks to enhance performance and reliability.
- Implement and monitor safety protocols, ensuring that all maintenance activities are conducted in a safe manner.
- Keep the team updated on regulatory changes and ensure compliance in all operations.
- Identify areas of improvement in maintenance processes and implement changes to enhance efficiency and effectiveness.
- Foster a culture of continuous learning and improvement within the team.
- Develop and oversee emergency response protocols for network outages or critical issues.
- Ensure rapid response and resolution to minimize downtime and service disruptions.

Key Highlights:▪ **Comprehensive Mobile Network Infrastructure Maintenance:**

- Responsible for the complete care of mobile network shelters, ensuring they remain in optimal condition.
- Oversee the maintenance and repairs of RF equipment, ensuring minimal downtime and maximum efficiency.
- Responsible for Preventive Maintenance (PM), Corrective Maintenance (CM), and troubleshooting Hardware-related issues.

▪ **Environmental Systems Management:**

- Conduct periodic maintenance and troubleshooting of electrical systems to ensure seamless operations.
- Perform regular inspection, maintenance, and repair of Air Conditioning (A/C) units to guarantee optimum performance.
- Handle consistent checks and servicing of fire alarm systems to ensure safety standards.
- Oversight and adjustments for rectifiers, ensuring they operate at peak efficiency.
- Conduct routine checks, maintenance, and servicing of generators to provide a continuous power supply.
- Manage Uninterruptible Power Supply (UPS) systems, including routine checks, maintenance, and replacements as needed.

▪ **Specialized RF Maintenance:**

- Provide specialized care for MOTOROLA BTS series, including models H I & H II.
- Offer expertise in maintaining and troubleshooting NOKIA Siemens Networks, covering:
 - 2G for basic cellular connectivity.
 - 3G for faster data transfer.
 - LTE for high-speed internet and data services.
 - 5G for ultra-fast, next-generation connectivity.
- System Modules (Change, Commissioning , SW update and Upgrade)
- RF Modules (Chang , Upgrade)
- Antenna (Isolation, alignment, change , Electrical and Mechanical Tilt Adjustment)

▪ **Transmission Management:**

- Conduct regular maintenance checks to ensure the optimal performance of transmission systems.
- Engage in precise alignment tasks to improve signal quality and minimize interference.
- Actively manage and conduct re-routing tasks for better connectivity and signal paths.
- Set up and manage cross-connections for efficient data transfer between systems.
- Alignment
- Changing and configuring
- Link alignment
- Link changing , configuring

▪ **Display proficiency in working with various NEC Links, including:**

- V4 for basic connectivity.
- PASO LINK NEO for improved data transmission.
- IPASO links for versatile connections.
- E-band for high-frequency transmissions.
- XPIC links (1+1 , 2+2 , XPD Test)
- VR series, including VR2, VR4, and VR10 for various data speeds and requirements.

▪ **Advanced Fiber Optics & Modem Management:**

- Inspect, maintain, and repair fiber optic cables and connections to ensure high-speed data transfers.
- Expertly set up, configure, and troubleshoot HDSL Modems, ensuring seamless connectivity for end-users.

▪ **Keep abreast of advancements in mobile network technologies and best practices.**

- Collaborate with other teams and departments for large-scale projects or when troubleshooting complex issues.
- Provide training and guidance to junior staff members to elevate the overall team's competency.
- Ensure all tasks and procedures adhere to company and industry standards and guidelines.
- Regularly report on maintenance tasks, issues encountered, and solutions provided.

EDUCATION & CREDENTIALS

- *Bachelor of Electronics & Communication Engineering, Port Said University, 2010*
- *Graduation Project : Radio Frequency Beacon Tracker, Grade: Excellent*
- **CCNA**
- **Fiber Optics**
- **Microwave Transmission Course.**
- **Fixed Transmission Course (PDH,SDH,WDM , OTN).**
- **IP Transmission. (OSPF ,BGP, VPN ,T.E, MPLS,RSVP,PWE3)**
- **Power Distribution course.**
- **Solar Energy.**
- **FTTH, GPON** *Proficient in Arabic and English.*