

Rabih Fatfat

Senior NOC Team Leader

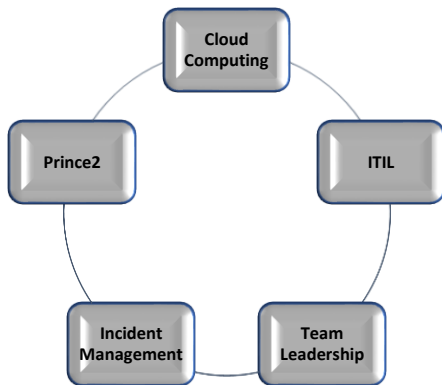
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NATIONALITY: LEBANESE



Certification

AWS CSAA

2019(April)

AWS Certified Solutions Architect

Associate (License-EE3CSHL1LJFQQDWZ)



PRINCE2

2018(July)

Foundation Certificate in Project

Management (License -GR656033826RF)



ITIL Foundation

2018 (March):

IT Service management

(License GR750393347RF)



Education

1999 : Bacc's Degree in electrical and Electronics Engineering,
Specialized in Telecommunications and computers from the Lebanese University faculty of engineering

1994 : Lebanese Baccalaureate
Mathematics Section from Rawdat AL fayhaa high –school Tripoli Lebanon

Summary

Network Operations expert with 13+ years experience in the Telecom/IT. Highly skilled in principles of project management. Coaching and motivating staff to achieve top performance, Manage and leads the NOC dept.,

Experience with:

- Developing processes & standards for efficient network operations.
- Cloud Computing from Design, Disaster Recovery, Deployment, highly-available, cost-efficient, fault-tolerant Systems.
- IT Tools & Networking
- RAN Operations & Maintenance

Professional Experience

NOC Team Leader

(Ericsson – Mobily NOC)

2013(January) – Till now

Saudi Arabia - Riyadh

- Responsible for daily operation of Network Operation Center (NOC), Ensure the SLA and KPI in relation to NOC is met. lead and organize the work and assure it is fulfils the targets for the undertaking which is led to meets customer's expectations. Supervises and coordinates the team in order to solve technical problems as soon as possible.
- Designed and implemented processes as per IT service principles (ITIL)
- Preparation of regularly reports for NOC Manager ,KPI & various daily and weekly reports
- Give full training about NOC processes, procedures, Fault management, troubleshooting and escalation procedures
- Managing shift schedules and overseeing proper shift handling
- Sets objectives, gives feedback, coaches and evaluates performance of team members
- Work together with customer for operational excellent improvement
- Supervises and controls the maintenance downtime of all RAN activities
- Manage Change: Manage activities in a change project. Includes engaging stakeholders in the change effort and ensuring they ready to adopt the coming changes, measuring and reporting change progress
- Manage the governance of the life cycle of changes and make sure that only authorized changes are implemented
- Align to global standards, tools and processes
- Tracking outages and their validity as per the business impact
- Provides Incident Management reporting to executive management teams
- Identify and execute upon continuous improvements for the Major Incident process and the communication framework
- Co-ordinate all project work packages (Telecom) with responsible sub-contractors (Yearly HAJJ Projects)
- Handles other duties as assigned by manager
- Weekly metrics reporting to management and collection of staff's status reports

Skills

- Cloud Computing
- Programming
- ITIL
- TCP/IP Networking
- NOC/IT Tools
(Improving & testing)
- BSS(LTE,3G,2G)
- Microsoft Office
- Managed Services
- Time Management
- Strong Attention to Details
- KPI/SLA Reports

Software & Tools

AWS	Linux
ENM	Moshell
Citrix/OSS	MML
NMS	C++
BMC	Netcool
MSDP	Netop
WFM	Winfiol

Awards

Certificate of Appreciation from Ericsson, for excellent participation and outstanding contribution to Hajj projects for years : 2017, 2016, 2015, 2014, 2013, 2012, 2011, 2010, 2009, 2007 & 2006.

Languages

- Arabic
- English
- French

Senior NOC Engineer (Ericsson – Mobily NOC)

2006(June) – Till 2013(January)
Saudi Arabia - Riyadh & Jeddah

- Perform initial troubleshooting, problem analysis and isolation of Mobile network and system events.
- Escalate the technical problem to 2nd Level Support who can solve the issues
- Tracking all the alarms, events and faults in the associated ticketing system
- Provide input and feedback for the development and improvement of NOC communications processes and procedures.
- Analysis of customer complaints - resolve or escalate them to the appropriate support groups.
- Managing technical escalation to ensure faults is rectified within agreed SLAs
- Monitoring Network Performance alarms& Routers alarms and escalated / follow up with the concerned teams
- Daily Work with Optimization Team for any issue related to the network: identifying the problem and giving the right solution
- Performed periodic routines (e.g: manual backup,), prepare the Monthly Report & KPI.
- To manage relationships and coordinate work between different teams at different locations

NMS Engineer (Saudi Inteltec – STC NOC)

2005 – 2006
Saudi Arabia - Riyadh

- Radio parameter configuration and optimization and performance management of GSM network, NMS System Administration.
- Implementation BSS frequency schemes together with Frequency planning department
- Cooperate with the field Engineers on different tasks (E1 testing, Cabinet Expansion, troubleshooting ...).

System engineer (Tricom)

2001 – 2005
Lebanon – Tripoli

Managing a team responsible for Assembling and testing desktop systems and installing various operating systems and applications.

LAN Administrator (Civil Service)

2000 – 2001
Lebanon – AKKAR

Projects

- **Baseband swapping project** (Jan-2018 till Now): Managing the team responsible for the Acceptance of the new BB telecom sites
- **Yearly HAJJ RAN Projects** (2007 till 2017) :
 - 1-Acceptance & Handover the Telecom HAJJ Sites to Customer during the final stage of the project
 - 2- Preparing the related Reports & sharing with Stakeholders
 - 3- Coordinating between the Teams during the delivery stages
- **LTE acceptance Project** (2013- 2014): Acceptance & Handover the LTE TDD new Sites to Customer& updating/Creating the related Reports