

# CHRISTIAN BOULOS RACHED

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Lebanese  
Lebanon

Male  
May 1, 1992

## SUMMARY

Passionate about Technology Innovation with more than 10 years of professional experience at a leading mobile network operator with a practical expertise in network operations engineering and maintenance, and superior skills in communication and problem-solving. At this stage of my career, my aim is to take on position that revolves around my domain which will allow me to keep growing and thriving while exchanging experiences with talented professionals.

## PROFESSIONAL EXPERIENCE

### 2019 – Present | Network Operations Center Engineer at Alfa Orascom Telecom

- Taking on monitoring, troubleshooting, and performance reporting responsibilities across various areas including: Mobile network (voice, data), site configuration errors and power outage, and many other areas, based on different technologies (2G, 3G, 4G)
- Coordinating with field technicians to quickly resolve errors and outage incidents
- Managing network incidents by liaising with governments and management team members to deliver the needed status information, and developed a text messaging communication tool that improves incident-related communications among team members
- Succeeded in reducing power outage cases and improved the network operational efficiency
- Developed Linux scripts to facilitate the downtime work processes and minimize errors

### 2015 – 2019 | Network Operations Center Technician at Alfa Orascom Telecom

- Oversaw network components and performed troubleshooting on a daily basis to make sure that systems are functioning properly
- Took on maintenance responsibilities of networks, servers, and telecom equipment
- Played an essential role in coordinating between NOC Engineers and Clients to identify problems and plan adequate solutions that satisfy clients' needs and expectations
- This experience strengthened my problem solving and time management skills

### 2012 – 2015 | Service Desk Coordinator at Alfa Orascom Telecom

- Assessed/analyzed problems and advised on the proper supportive functions that are necessary in accordance with the company's processes, procedures, rules, and regulations
- Performed follow-up activities on all resolved problems to ensure customer satisfaction
- Built and maintained the Information Technology Infrastructure Library (ITIL)

### 2010 – 2012 | Customer Service Representative at Alfa Orascom Telecom

- Answered, evaluated, and prioritized incoming telephone, e-mail, and in person requests for assistance from users experiencing technical problems
- Handled standard customer care responsibilities such as product information explanation, complaint handling, and basic technical support
- Liaised with various departments in order to solve client problems or inquiries

## EDUCATION

### 2019 | Masters in Engineering of Computer Science and Telecommunications Option Systems and Networking

Antonine University, Lebanon

## CERTIFICATES – TECHNICAL TRAINING

- 2019 | Know 5G System Principles (3GPP R15) | TP00002-V-0001 | Issued by Nokia
- 2017 | Junos Troubleshooting in the NOC (JTNOC) | Issued by Worldwide Education Services
- 2017 | MS Outlook 2016 Advanced Level | Issued by New Horizons Computer Learning Centers
- 2016 | Network Operations and Maintenance Tasks with NetAct (NetAct 16.x), OS8212-16A-NRM\_CILT | Issued by Nokia
- 2016 | LTE-EPS Fundamentals | TM5115-04A-LTE\_CILT | Issued by Nokia
- 2015 | Effective Solutions Using Root Cause Analysis | Issued by CAMTS
- 2013 | WCDMA RAN W12 Functionality | Issued by Ericsson Academy

## CERTIFICATES – LIFE SKILLS TRAINING

- 2019 | Personal Productivity | Issued by Leadership & Management Academy
- 2015 | Body Language as a key to success in the workplace | Issued by Leading Minds
- 2014 | Communication Skills | Issued by Alfa Orascom Telecom
- 2008 | Acceptance of Others | Issued by World Vision
- 2008 | Conflict Resolution | Issued by World Vision
- 2008 | Introduction to do no harm, Local capacities for Peace | Issued by World Vision
- 2007 | Leadership as a first stage | Issued by Empower in Collaboration with World Vision

## AREAS OF TECHNICAL EXPERTISE

- |   |   |
|---|---|
| ▪ Ethical Hacking V8                    | ▪ Python, C++, Java                     |
| ▪ Cisco CCNA Certified                  | ▪ Oracle Database Administration        |
| ▪ Linux Operating System                | ▪ Security Systems Administration       |
| ▪ Kernel Operations                     | ▪ Ericsson OSS operations & maintenance |
| ▪ Windows servers operations & services | ▪ Nokia NetAct operations & maintenance |

## LANGUAGE SKILLS

Arabic  English  French 

## SOFT SKILLS

- **Communication:** Strong verbal and non-verbal skills with a focus on listening and empathy
- **Problem Solving:** Talent for finding innovative solutions to complex problems
- **Resilience:** Skilled in stress management with an ability to think positively in difficult situations
- **Attention to details:** Always delivering results with the highest levels of accuracy and quality

## VOLUNTEERING AND EXTRACURRICULAR ACTIVITIES

- Former volunteer at the World Vision organization | 2007 - 2010
- Former scout member and troop leader assistant | 2007 – 2010
- Extreme Sports lover with a passion for adventures and a practical experience as a monitor at Equinox – An extreme adventure team
- Fond of swimming, diving, biking, and body building