

Mohammed Younes

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Professional Summary

Experienced global professional with more than 15 years of experience in the mobile telecommunication with international exposure to different cultures and major customers in the region.

MBA graduate from University of Leicester - UK. Proficient in applying research methodologies (qualitative and quantitative) and data analysis using statistical models, Excel, R, Python and Tableau.

Education

HARVARD UNIVERSITY , Boston, Massachusetts, • Business Analytics	June 2022
UNIVERSITY OF LEICESTER , Leicester, United Kingdom, • Master of Business Administration - Finance	March 2020
BEIRUT ARAB UNIVERSITY , Beirut, Lebanon, • Bachelor of Engineering – Telecommunication	July 2001

Experience

Solution Architect July 2007 – Present

Nokia, Beirut, Lebanon

Customer consultation and analysis for their business requirements within the agreed SLA for various customer technologies. (Nokia, VMWARE, BMC)

- Deliver and support a full umbrella management system solution for Zain Lebanon (12 Million-dollar project and a reference project in the region)
- Received an award and recognition letter for project closure within agreed timelines.
- Improved customer satisfaction and achieved an excellent performance during customer survey

Customer support specialist / Team leader July 2004 – June 2007

Nokia Siemens Networks, Beirut, Lebanon / global support

Customer support and emergency handling for major operators in the region such as Vodafone, Telenor, Zain, Orascom, STC

- Gained an outstanding performance in Orascom – Algeria project for solving complex problems which saved millions of dollars on the project.
- Trained and enabled local staff in Telenor – Pakistan, conducted interviews to hire local resources for the project.
- Received an award and appreciation letter from Asiacell Project during the six months onsite support.
- Led a team of five engineers from different countries and was able to achieve customer trust/satisfaction for the consistent outstanding performance from Zain customer for case handling and emergency support.

Technical sales engineer April 2003 – June 2004

Telecommunication and advanced technologies, Beirut, Lebanon

Preparing RFP and RFQ and addressing customer requests through meetings.

- Created value for customers by designing cost effective solution for their network.
- Prepared RFP and RFQ. In addition to follow up meetings

Volunteering experience

Process improvement analyst

May 2019 – June 2019

Nonprofit local organization, Beirut, Lebanon

- Analyzed the operation processes in different departments to improve efficiency.

Project Leader

December 2020 – present

BEIRUT AI, Beirut, Lebanon

- Managing AI related projects for Beirut AI community.

Projects

- MBA project: analyzed the impact of geopolitical risk, economic policy and inflation on stock return using econometric models and statistical software like Eviews. This included hypothesis testing, regression and stability testing.
- Participating in Hackathons and running ML algorithms using python (regression, random forest, kmeans,etc.) and R(regression, text mining, decision tree, recommendation, random forest,etc), in addition to deep learning using keras.
- Data assessment and analysis as part of KPMG virtual internship – theforage.com
- Data science bootcamp on Udemy and other platforms.
- Contribution on Github: <https://github.com/my144/data-analysis>

Skills and tools

- Teamwork: Excellent team player, able to effectively contribute and work as part of a team to achieve a common objective.
- Interpersonal and Conceptual skills: Competent networker, able to communicate with stakeholders on different levels and quickly establish rapport in addition to critical thinking and problem-solving skills
- Time management: Proactive and able to work and manage multi-tasking at a time while paying attention to detail and with minimal guidance and goal driven. Moreover, able to work under pressure.
- Data analysis: Proficient in research methodologies (Quantitative and Qualitative), financial modeling, data analytics and visualization using Eviews, R, Python, tableau and power BI.
- Proficient in MS office, Linux and SQL.

Languages

- Arabic: mother tongue.
- English: fluent
- French: basic