

MAAMOUN GHAZOULI

Junior NOC engineer – Mathematics and Physics Teacher - Computer and communication engineering graduate

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A junior NOC engineer with a background in communication and computer engineering. Proficient in multitasking and problem-solving, dedicated to ensuring smooth network operations and resolving technical issues efficiently, able to take instructions from all levels and build up good working relationships with all colleagues, an excellent team worker and a punctual and motivated individual with the ability to work in a busy environment.

CORE SKILLS

- Java
- Python
- C, C++ languages
- MATLAB language
- VMware Workstation
- HTML, CSS, PHP, MYSQL, JavaScript
- Microsoft Office: Word, Power Point, Excel

EXPERIENCE

NOV 2023 – UNTIL NOW

MATHEMATICS AND PHYSICS TEACHER

مجمع القبة للرعاية والتنمية (Khaldeh, Lebanon)

- Teach Math and physics to students from BP1 to BT3.

MAY 2023 – UNTIL NOW

JUNIOR NOC ENGINEER - SMS A2P

TECOMSA (Beirut, Lebanon)

- Monitor, enhance, troubleshoot A2P bulk SMS flow daily.
- Analyzed system alerts on network performance, quickly diagnosing and resolving issues to maintain optimal functionality and minimize customer impact.
- Investigate and troubleshoot problems.
- Assist account managers, routing and HLR departments 24/7.
- Demonstrated expertise in handling technical inquiries by promptly responding to 150+ support tickets per day, resulting in a 30% decrease in customer churn and a 15% increase in customer retention rates.
- Identify and prevent any potential issues regarding the SMS network.
- Shift working schedule to adapt the overseas working time.
- Perform technical changes on our side, and/or work with carrier partners to resolve issues.
- Respond to incoming carrier partner notifications such as maintenance or service degradation notices.

APR 2023 – MAY 2023

IT INTERNSHIP

TECOMSA (Beirut, Lebanon)

- Manage Cisco network infrastructure with all related equipment.
- Evaluate and install computer hardware, networking software, operating system software, and software applications.

- Provide problem-solving services to end users physically and remotely.
- Install, maintain, troubleshoot and upgrade servers' hardware and software.
- Virtualizing using VMware Workstation.
- Experienced in protocols: IPv4, IPv6, EIGRP, RIP, OSPF, and DHCP.
- Knowledge about DNS server, Sonet, crimping, and NIC.

OCT 2022 – FEB 2023

AREA MANAGER

CHOCOLATE BAR (Beirut, Lebanon)

- Responsible to all branches accounting stuff.
- Write monthly reports about the branches, employees, performances.

MAY 2020 – SEP 2022

SUPERVISOR

CHOCOLATE BAR (Beirut, Lebanon)

- Responsible for the day-to-day performance of a small group, either a team, a department, or a shift.

AUG 2018 – APR 2020

WAITER

CHOCOLATE BAR (Beirut, Lebanon)

- Providing excellent wait service to ensure satisfaction.
- Taking customer orders and delivering desserts and beverages.
- Making menu recommendations, answering questions and sharing additional information with restaurant patrons.

EDUCATION

2022 – UNTIL NOW

MASTER OF SCIENCE IN COMPUTER & COMMUNICATION ENGINEERING, LEBANESE

INTERNATIONAL UNIVERSITY (Beirut, Lebanon)

- Relevant Coursework: Digital Communication - Digital Signal Processing - Advanced Math - Embedded System - Wireless Communication - Multimedia Networks - Machine Learning - Advanced Network Architectures – Mobile Communication – Data mining – Cryptography & Advanced Computer Security – Information Security – Wireless Sensors Networks – Image Processing – Project Management.

2018 – 2022

BACHELOR OF SCIENCE IN COMMUNICATION ENGINEERING, LEBANESE

INTERNATIONAL UNIVERSITY (Beirut, Lebanon)

- Relevant Coursework: Networking - Web applications - Database and entities - Android applications - Signal and System - Analog Communication - Microprocessors and Microcontrollers – Linux – Java – Python – Mathematics – Physics - Advance English
- GPA: 2.83 / 4.0

2018

HIGH SCHOOL DIPLOMA (GS), ثانوية صبحي المحمصاني العلامة (Beirut, Lebanon)

PROJECTS

2024

THE EXPLORATION OF "ENHANCING CONVERSATIONAL AI WITH KNOWLEDGE GRAPH PROMPTING: EXPLORING THE POTENTIAL OF RAG CHATBOTS IN KNOWLEDGE-DRIVEN DIALOGUE SYSTEMS", LEBANESE INTERNATIONAL UNIVERSITY

- A research Investigated the integration of Knowledge Graph Prompting to enhance conversational AI capabilities, addressing limitations of RAG chatbots in knowledge-driven dialogue systems.

2022

VISIT LEBANON, LEBANESE INTERNATIONAL UNIVERSITY

- A website to guide users into every meter of beauty in Lebanon. System enables users to search through a variety of categorized destinations. Destinations have other users' feedback and ratings that assist the user in determining where to go next. A user may also share his unforgettable experiences by posting a description of the site.

2022

HYPE ADVERTISE (www.hype-advertise.com)

- A website social media agency and creative agency based in Lebanon that specializes in social media, advertising, and integrated marketing for all your communication needs.

LICENSES & CERTIFICATIONS

2017

ENGLISH ACCESS MICROSCHOLARSHIP PROGRAM, AMIDEAST

SKILLS

- Communication Skills
- Time Management
- Problem Solving
- Multi-Tasking
- Team Work
- Leadership

LANGUAGES

- Arabic
- English
- French