

# KHALED ALKAISSI

Beirut, Lebanon

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## PROFILE

Experienced Ericsson RAN Engineer with a proven track record in optimizing Radio Access Network (RAN) for top-tier telecommunications clients (T-Mobile and AT&T projects). Skilled in script optimization, troubleshooting, ensuring network reliability and customer satisfaction. Strong analytical thinker with a focus on delivering efficient solutions to complex technical challenges. Active member of the Order of Engineers and Architects of Beirut (OEAB).

## WORK EXPERIENCE

### **RAN Troubleshooting and Scripting Engineer, Nexius - Country: USA JAN 2021 - AUG 2023**

- Worked as a Ericsson RAN engineer/Tier-1, supporting both AT&T and T-Mobile (Operator) projects.
- Worked to oversee the installation and commissioning of cell sites, ensuring that all the Ericsson RAN equipments are set up correctly, and it functions as intended.
- Worked as the first subject matter expert & Point of Reference for T-Mobile Operator in Florida market for RSSI/PIM evaluation to optimize troubleshooting with minimal cost.
- Specialized in RAN optimization and troubleshooting, with a focus on NR (5G) and ENodeB (4G) technologies.
- Handled all Troubleshooting activities - NR (5G), ENodeB (4G), UMTS (3G) and GSM(2G) Ericsson equipment- to resolve & isolate operators' issues using SecureCRT and ENM (Node SW/HW Alarms, VSWR, RSSI, & Fibers/SFPs).
- Collaborated with the RF team to ensure the best possible coverage and quality of service. This involves adjusting parameters, analyzing network statistics, and addressing interference issues.
- Communicated with TC and FE daily to help them address and finish their Scope of Work on sites.
- Optimized RAN scripts for various Ericsson Equipment AT&T projects, ensuring network performance alignment with client requirements - Projects: MixedMode / NSB / LTE / 5G / CBAND / Node Relocation Projects.
- Maintain up-to-date knowledge of emerging telecommunications technologies and customer requirements, adapting scripts accordingly.

- **Mentor & Trainer:** Responsible for training new hires and shadowing them throughout all OSS and troubleshooting activities and reporting their performance.

**Nexius Representative , Notre Dame University (NDU)**  
**FALL 2022**

- Prepared & presented a PowerPoint presentation about the RAN engineer daily work to NDU Master's students as a university lecturer.

**Software Testing Specialist, Oryx Dental Software - USA**  
**Sep 2023 - Present**

- Provide remote support to customers, which may include accessing their systems to troubleshoot and resolve technical billing and configuration issues.
- Analyze and investigate technical issues to identify root causes and implement solutions.
- Collaborate with cross-functional teams, including development, sales, and product management, to address customer needs and provide feedback for product improvement.

**Telecom Engineering Internship, Ericsson Lebanon - 2 Months**

- Developed foundational skills in RAN engineering, including network optimization and troubleshooting.

**EDUCATION**

**Master's degree in Computer & Communication Engineering**  
2018 - Fall 2021  
Lebanese International University

**Bachelor's degree in Computer & Communication Engineering**  
2014 - 2018  
Lebanese International University

**CERTIFICATES AND RECOGNITIONS**

- Ericsson XTAC TEAM WINNER Q1.2022
- Certificate of Recognition awarded by Nexius Market Leads (Available upon request)

**SKILLS**

- RAN Optimization
- Scripting (Moshell)
- Troubleshooting
- Network Reliability
- Project Management
- TeamWork
- Zendesk & Freshdesk ticketing tools
- Proficient in JIRA and Trello for project management and task tracking

**LANGUAGES**

- Arabic (Native)
- English (Expert)