

Mayssoun Allaw

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Professional Summary

With a Master's degree in Computer and Communication Engineering (CCE), I specialize in network planning, performance optimization, and technical sales. My expertise includes designing and implementing telecom infrastructure, monitoring network performance with advanced tools, and enhancing efficiency through strategic optimization. I excel in managing client relationships, delivering customized solutions that drive sales growth, and ensuring high standards of network operations through effective documentation and cross-functional collaboration.

Core Competencies

- Network Planning & Design
- Performance Monitoring & Optimization
- KPI Analysis & Reporting
- Network Infrastructure Management
- Technical Sales & Client Management
- Cross-Functional Collaboration

Academic Experience

ZOD Security

Pre Sales Engineer | Sep 2024 – Present

- Assess client needs to deliver customized security solutions across various sectors, integrating ZOD Security's products such as CCTV, alarm systems, access control, fire detection, and home automation
- Act as a liaison between technical and sales teams, ensuring clear communication, client understanding, and satisfaction throughout the sales process for efficient project implementation and customer service
- Utilize expertise in ZOD Security's product lineup to recommend tailored solutions, identifying growth opportunities and leveraging market insights to stay ahead of industry trends and client demands

Alfa Company

Radio Access Network Engineering - Internship | Dec 2023 – Jan 2024

- Played a pivotal role in planning and developing new telecom sites, starting from site analysis to comprehensive strategic planning
- Performed prediction coverage area assessments to ensure superior network coverage and performance
- Extracted and evaluated key performance indicators (KPIs) to monitor network health
- Utilized tools and software such as QoS metrics, PMS, and Bo software for effective network management.
- Contributed to planning and implementing a new site in Kwaikha, conducting site analysis, collaborating cross-functionally, and optimizing network services

Tecomsa Technology of Tomorrow

Network Operations Center Engineers - Account Sales Manager | June 2023 – Sep 2023

- Built strong relationships with clients, understood their unique needs, and offered customized solutions that increased sales revenue by 40% within just one month
- Monitored and maintained network infrastructure for optimal performance and uninterrupted operations. Utilized advanced network monitoring tools to detect issues early
- Contributed to network capacity planning and scalability initiatives. Implemented optimization strategies that enhanced network efficiency and supported future growth
- Developed standardized documentation templates and maintained an up-to-date knowledge base, which improved troubleshooting efficiency
- Documented network configurations, troubleshooting procedures, and diagrams to support consistent network operations

Certificates

Youbee.ai

- Building Yolo Algorithm – Artificial Intelligence | 2024

American University of Science & Technology

- Huawei HCIA – Datacom | 2022
- Huawei HCIA – 5 G | 2020
- Huawei HCIA – AI | 2020

Education

American University of Science & Technology

- Master's Degree in Computer & Communication Engineering | 2024
Research Topic "Implementing LightCert4IoT based on Block chain in IoT Protocols for Enhanced Security"
- Bachelor Degree in Computer & Communication Engineering | 2021

Achievements

Smart Home System Project

- Recognized for innovation and excellence in the Smart Home System project, awarded first place at Expo Lab held at the American University of Science and Technology (AUST)

Power Supply Project

- Awarded first place for the Power Supply project at Expo Lab, demonstrating advanced solutions

Triple A: Artificial Automated Assistant

- Awarded second place for the innovative Triple A: Artificial Automated Assistant project at Expo Lab held at AUST, showcasing excellence in artificial intelligence and automation

Technical Skills

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| • PCB Design | • MatLab |
| • JavaScript & Python | • CSS |
| • Switching Systems | • HTML |
| • C++ | • SQL &MySQL |
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Languages

- Arabic, Mother Language
- English, Full Proficiency
- French, Full Proficiency