Ali M. Rammal, Eng.

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Professional Summary

Experienced A2P Account Manager and IT/Network Engineer with over 7 years in telecommunications and network management. Skilled in business development, SMS service sales, and troubleshooting network systems, with a proven ability to drive growth across global markets.

Experience

- **QGlobal SMS (iQSTEL company) – SMS Service Provider**   *27 March 2023 – 15 August 2024*
  Global A2P Account Manager (Remote)
    - ✓ Establish and maintain strong business relationships with wholesale telecom carriers (customers & suppliers)
    - ✓ Exploring Latam region in addition to MENA, Europe
    - ✓ Grow bilateral business deals with clients
    - ✓ Monitoring and analysis of market trends and rates

- **Tecomsa Telecommunications LTD - Telecommunication Services**
  A2P Account Manager (Hybrid)   *01 April 2021 – 08 March 2023*
    - ✓ Sales/Procurement of SMS routes
    - ✓ Follow up with billing/clients to settle their monthly amounts
    - ✓ Good knowledge in SMS Campaign (Retail Clients)
    - ✓ Represent Tecomsa by attending worldwide Telecom events
    - ✓ Business Development

  NOC Voice Engineer (Hybrid)   *27 May 2016 –31 Mar 2021*
    - ✓ Monitor, Troubleshoot, Document, and Configure Voice Networks.
    - ✓ Systems Supported include Voice Gateways, Voice Switches
    - ✓ Resolve the customers and network issues in time.
    - ✓ Ensure stable and reliable Voice network services (e.g access products, service networks and core network)

- **HiSpeed Networks – Internet Service Provider**   *02 January 2020 – 19 May 2021*
  IT/Network Engineer (On-Site)
    - ✓ Monitor LAN network traffic for unusual activity(PRTG)
    - ✓ Configurations of network devices such routers, switches (Cisco and Mikrotik)
    - ✓ Configuration of wireless system remotely (Mimosa, Mikrotik, Ubiquiti)
    - ✓ Ensure stable and reliable ISP network services (e.g. access products, service networks and core network)
    - ✓ Network administrator

- **Ibdaa Microfinance – Financial Institution**   *01 September 2018 – 31 October 2019*
  IT Officer (On-Site)
    - ✓ Install and configure computer hardware operating systems and applications
    - ✓ Troubleshoot system and network problems, diagnosing and solving hardware or software faults
    - ✓ Devices registrations (Google, devices configuration), actual problems solving, MDM operations (registration, wipe, retirement, label assignment), internal apps installations.
    - ✓ Engage in regular network troubleshooting activities and resolve network connectivity issues
    - ✓ Develop methods and tools to be used to test and implement new LAN/WAN equipment

- **Bank Of Baghdad – Banking**   *01 October 2016 – 31 July 2018*
  IT Officer (On-Site)
    - ✓ Maintain network infrastructure, LAN network topologies, VPN
    - ✓ Installing, repairing, and configuring computer hardware, software, systems, networks, printers and scanners
    - ✓ Test and evaluate new technology (Card Reader to access CDR at Central Bank, NPS)
    - ✓ Database Administration, mainly Oracle: DB Backup/restore
    - ✓ Manage MS Exchange, anti-virus, WSUS servers and others
    - ✓ Firewall rules(FortiMail, FortiGate): access lists, nating, ports, ips and filter emails
    - ✓ Banking systems Support(BANKS; DNFS; SWIFT; MIS; RiskAnalyst)

EDUCATION

Islamic University of Lebanon, (BE) Computer and Communication Engineering   *October 2009 – November 2015*
- Courses include: Communications; Signals; Networks; Network Security; Routing; Software Engineering.

Collège Notre Dame des Sœurs Antonines - Nabatieh,   *1994 – July 2009*
- Lebanese Baccalaureate (Scientific Route)

SKILLS

- Sales; Procurement; Negotiating; IT; Support; Administrator, Business Development, Management, Leadership
- Working under pressure; Well organized; Pay attention to details; Persistent in work; Time and stress management; Success;
- Optimistic; Punctual; Energetic; Hardworking; self-starter; Professional; Personal growth;
- Presentable; Decent; Problem Solving; Relationship Building; Following Up

LANGUAGES

Language	Reading	Writing	Speaking	Listening
Arabic (native speaker)	Excellent	Excellent	Excellent	Excellent
French	Advanced	Intermediate	Pre-Intermediate	Intermediate
English	Advanced	Intermediate	Intermediate	Intermediate