

Farah Zaarour

Telecom Expert, PhD, MBA



+961 3 434647

farah.zaarour@outlook.com

Tayouneh, Beirut, Lebanon



SUMMARY

Highly motivated and passionate expert in the Telecom industry with over 15 years of experience spanning multiple sectors including research in advanced telecom state of the art technologies to leading telecom billing and routing teams. Proficient in setting successful workflows, optimizing margins and delivering results. Skillful in handling meetings to raise the performance level, extract the best results and motivate team members towards their goals. Possess exceptional communication and interpersonal skills including efficient and adaptive leadership. Perfectly mastering three languages add to my assets of being able to communicate more efficiently. An enthusiast learner, I recently completed my MBA at the Lebanese American University and perusing several certificates in Data Analysis, AI and machine learning. Armed with a PhD in telecommunication engineering, I have the capability to do research, receive training and excel in new advances in Telecom, technology and computer related fields. My long years of being head of several operation teams equipped me with the needed experience to lead people.

EDUCATION

Masters in Business Administration

Lebanese American University (LAU)
2021 – 2023

PhD in Telecommunications Engineering

University of Lille
The Institute of Electronics, Microelectronics and Nanotechnology
2012– 2015

Masters of Research in Telecom

Lebanese University
Doctoral School of Science and Technology (EDST)
Signal, Telecom, Image, Parole (STIP)
2010– 2011

MS in Computer and Communication Engineering

Lebanese International University
2008– 2010

BS in Telecommunication Engineering

Lebanese International University
2004– 2008

SKILLS

- Negotiation, Communication, Decision making, critical thinking, data interpretation, presentation & research skills
- Technical Skills: : C++, Java, Matlab, VHDL, HTML, LaTeX, SQL Server, Oracle, P-SPICE, SPSS, Odoo
- Data Visualization: Tableau, PowerBI, Looker Studio
- Language Skills: Proficient in Arabic, English & French

CERTIFICATIONS

- Cisco, CCNA Exploration: Network Fundamentals
- Microsoft Power BI Data Analyst Professional Certificate (In progress)
- Diplôme approfondi de langue française (DALF C1)

PROFESSIONAL EXPERIENCE

Routing Manager

PROTEL S.A.L OFFSHORE, Beirut, Lebanon | 2016- Present

- Design a routing configuration in relation to margin fluctuations including revenue leakage and cost optimization.
- Lead the routing team to achieve corporate targets .
- Evaluate and approve strategic deal proposals.
- Direct leads on monitoring strategies for efficient Fraud management.
- Propose new system developments to handle fraud risks, control lost, stolen or missed revenues.
- Coordinate with sales director to make sure correct implementation of sales strategy.

PhD Researcher

IEMN, TELICE, Lille, France | 2012- 2015

- Member of the CORRIDOR (COgnitive Radio for Railway through Dynamic and Opportunistic spectrum Reuse) research project that aimed at designing, developing and evaluating the bricks of a Cognitive Radio system adapted to high speed railway.
- Proposed and designed new schemes that meet the requirements of the project.
- Wrote and presented clear and concise reports on research findings to concerned members.
- Collected, analyzed and published findings in journals and international conferences.

Billing Manager

PROTEL S.A.L OFFSHORE, Beirut, Lebanon | 2011- 2012

- Built a comprehensive vision for a new billing system to adhere to corporate strategy by automating and integrating new billing practices.
- Proposed improvements to the end-to-end process to ensure correct invoicing to our clients.
- Worked closely with credit control to achieve payment goals.
- Performed effective negotiations with customers to resolve billing disputes.
- Coordinated the migration process between three billing systems.



PROFESSIONAL EXPERIENCE

Billing, Routing & Rates Analyst

PROTEL S.A.L OFFSHORE, Beirut, Lebanon | 2008- 2011

- Imported supplier rate sheets and assured that changes adhere with initial notification delay agreement.
- Followed up billing disputes with customers and suppliers and reported findings to Billing Manager.
- Tested new billing software to ensure proper migration.
- Worked with SQL Queries to extract and design billing reports that could not be provided by the system to help provide insights regarding business aspects.
- Issued customer invoices as per different billing cycles and reviewed incoming supplier invoices to make sure they are validated against our records.

Network Operations Engineer

PROTEL S.A.L OFFSHORE, Beirut, Lebanon | 2008- 2008

- Monitored voice traffic to keep track of KPIs associated with different offers for customers.
- Investigated the causes behind network degradation, KPI drop, switch malfunction and route corruption to ensure best quality of service is offered to customers.
- Followed up with sales to solve trouble tickets after identifying issues in a timely manner.
- Tested new routes and provided feedback on their quality for their eventual implementation.
- Closely monitored losses via routes to eliminate them once detected.

Engineering Training

OGERO, Ministry of Telecommunication, Beirut, Lebanon | 2007-2007

- Configured a Siemens Switch
- Planned a Public switched telephone network (PSTN), including dimensioning, routing plan, service creation and traffic monitoring.

ACADEMIC PUBLICATIONS

- F. Zaarour and E. Simon, "Fast time-varying channel estimation for OFDM systems with narrowband interference," IEEE Wireless Communications Letters, vol. 4, no. 4, pp. 389-392, Aug 2015
- F. Zaarour, E. Simon, M. Zwingelstein-Colin, and I. Dayoub, "A low complexity turbo receiver for data nulling superimposed pilots in OFDM," Fifth International Conference on Digital Information and Communication Technology and its Applications (DICTAP) , pp.32-37, April 29 2015-May 1 2015
- F. Zaarour, E. Simon, M. Zwingelstein-Colin, and I. Dayoub, "Comparison of Superimposed Pilot Schemes in Iterative Receivers for OFDM Systems" in Proc. IEEE International Symposium on Broadband Multimedia Systems and Broadcasting (BMSB), June 2015
- F.Zaarour, M.Aoude, " The SINR based handover for LTE with Uplink Consideration" in Proc. Symposium on Broadband Networks and Fast Internet (RELABIRA), May 2012, pp. 91-96

ATTENDED CONFERENCES

- Symposium on Broadband Networks and Fast Internet, Beirut, Lebanon May 2012
- Fifth International Conference on Digital Information and Communication Technology and its Applications, Beirut, Lebanon
- IEEE International Symposium on Broadband Multimedia Systems and Broadcasting, Gent, Belgium, June 2015
- Capacity Middle East 2019, Grand Hyatt Dubai, Dubai, United Arab Emirates 5-7 March 2019
- Capacity Middle East 2022, Grand Hyatt Dubai, Dubai, United Arab Emirates 28-31 March 2022

ACADEMIC REVIEWER

- IEEE Transactions on Vehicular Technology
- ELSEVIER Digital Signal Processing