# JOE MAHFOUD

Lebanese/Brazilian - Beirut, Lebanon ·+96170342140
Joe-mahfoud@hotmail.com · LinkedIn: Joe Mahfoud

## EXPERIENCE

### AUGUST 2023 – PRESENT
### NETWORK SYSTEMS ENGINEER, PESCO TELECOM – BEIRUT, LEBANON

Member of operations and maintenance team (O&M)

Key Responsibilities:

- Designed, built, and troubleshot small, medium, and large-scale WAN and wireless networks
- Developed and implemented network solutions for a WAN/ISP servicing 100+ clients
- Provided Level 2, 3, and 4 support for complex and critical network issues
- Designed, deployed, and maintained global Layer 2 and Layer 3 IP networks
- Configured and resolved issues with radio microwave links (e.g., Harris, Siae, Trango)
- Configured and supported free-space optical links (e.g., LightPointe, FSONA)

### MARCH 2021 – JUNE 2023
### NOKIA XTAC INTEGRATION ENGINEER, NOVELUS/NEXIUS – BEIRUT, LEBANON/FRISCO TEXAS, USA

Member of Nokia XTAC/Integration team for AT&T and T-Mobile.

Key Responsibilities:

- Integrated and troubleshot over 800 sites across the US for AT&T (WABA, MOKA, MNP, DSW, RMR, ILWI markets) and T-Mobile (Houston, Austin, CFL, SFL markets)
- Remotely integrated LTE and 5G NR technologies in new and existing AT&T sites, including CRAN sites, mmWave, CBAND, and DoD
- Led and guided field technicians and engineers in installing Nokia equipment, performing call tests, ensuring network integrity, and resolving on-site issues and alarms
- Diagnosed and resolved alarms and issues (RTWP, VSWR, PIM, Fibers, RET, TMA) on over 800 sites (UMTS, LTE, 5G NR) in collaboration with other teams
- Proficient in Nokia software versions 19B, 20A, 20B, 20C, 21A, 21B, 22R1, 22R2, 22R3, and 23R1
- Contributed to the XTAC compliance management team to improve work processes and operational efficiency
- Trained and mentored 20+ fresh graduates, integrating them into the team
- Recognized for outstanding performance with multiple acknowledgments and the **Best Performer Award** for Q1 2022

### NOVEMBER 2020 – MARCH 2021
### INTEGRATION ENGINEER - INTERN, NOVELUS/NEXIUS – BEIRUT, LEBANON/FRISCO TEXAS, USA

Completed a 4-month internship with the Nokia Integration/XTAC Team.

Key Responsibilities:

- Acquired foundational knowledge in troubleshooting on-site issues for AT&T cell sites
- Gained understanding of the equipment used in cell site operations
- Supported Alcatel-Lucent UMTS, Nokia LTE, and 5G network equipment
- Learnt the fundamental steps of integration processes, including NSB, dual-core conversion, carrier addition, and 5G cold start procedures

JANUARY 2019 – JUNE 2020

SITE ENGINEER, MATAR CONTRACTING AND TELEPHONE NETWORK – NORTH LEBANON

Contributed to the FTTx project managed by IPT PowerTech and Ogero in North Lebanon.

Key Responsibilities:

- Led a professional team in executing project tasks efficiently
- Conducted low-level surveys, duct tests, fiber cable installations, and testing for over 10 Central Offices (COs) in North Lebanon

JUNE 2017 – JULY 2017

INTERN, ALFA MANAGED BY ORASCOM TELECOM – BEIRUT, LEBANON

Completed an internship with the RAN Rollout Unit.
- Gained foundational knowledge of 2G, 3G, and 4G technologies and related products
- Participated in technical visits to Alfa sites and assisted engineers with on-site technical work

## EDUCATION

JULY 2019

MASTERS IN COMPUTER SCIENCE AND TELECOMMUNICATION ENGINEERING, ANTONINE UNIVERSITY – BAABDA - LEBANON

MAY 2014

GRADE 12 DIPLOMA (LIFE SCIENCE), COLLEGE DES FRERES DEDDEH – KOURA - LEBANON

## CERTIFICATES

- **Cybersecurity Essentials** – Cisco Networking Academy, September 2020
- **Project Management Principles and Practices** – Coursera, November 2020
- **Wood Badge** – World Organization of the Scout Movement (WOSM), June 2018

## SKILLS

- **Languages:** Fluent in Arabic, French, and English
- **Technical Skills:**
  - Extensive expertise in telecommunications systems, mobile network architecture, and antenna technologies.
  - Proficient in Mikrotik configuration and Cisco switches management.
  - Strong programming skills: XML, HTML, C++, C#, Java, PHP, JavaScript, SQL, PL/SQL.
  - Knowledge in microcontrollers and microprocessors.
  - Experience in system administration: Linux, Windows Server.
  - Familiar with Nokia NetAct.
  - Strong knowledge of Microsoft Office: Excel, Word, PowerPoint, Visio.
  - Hands-on experience with software: CST, MATLAB, Packet Tracer, Visual Studio, NetBeans.
- **Soft Skills:**
  - Time management, team problem-solving, attention to detail, and the ability to work under pressure.

## ACTIVITIES

- **District Commissioner** in the Association of "Les Scouts du Liban" – Member since 2008

Participated in and organized many camps and social projects.