

Maria Bou Zeid

mariabouzeid1@gmail.com / LinkedIn

+961 (76) 997604 / Beirut, Lebanon

EDUCATION

Master's degree of Telecommunications and Networks Engineering

Antonine University

November 2017 - July 2021

Beirut, Lebanon

Lebanese Bacculaureate, General Sciences

Rosary Sisters School Mountazah

October 2015 - July 2016

Beirut, Lebanon

WORK EXPERIENCE

Lead Software Support Engineer (Hybrid) | Oryx Software

Sep 2023 - Present

Beirut, Lebanon

- Efficiently acted as the deputy Manager and handled the initiation and monitoring of Jira/Trello troubleshooting tickets for Full Stack Developers.
- Coordinate with technical leads and product owners to resolve and deploy JIRA tickets using agile sprints.
- Identified and implemented improvements in support processes, deploying continuous integrations and automations between Zendesk, JIRA, and HubSpot.
- Served as a Tier-2 Software Support Engineer, managing troubleshooting tickets and coordinating scheduled client calls.
- Led and mentored a global team of 20 support engineers in troubleshooting activities.
- Drove data-driven decision-making to solve complex business challenges and streamline support operations.

Nokia Technical Project Manager (Hybrid) | Nexius/MasTec

Jan 2021 - May 2023

Beirut, Lebanon

- Managed 1500+ Ericsson and Nokia sites, led multiple markets, and headed a 50-engineer XTAC team, including training RAN engineers and Project Coordinators.
- Created automated tools and MOPs to ensure perfect and efficient deliverables saving up to 60% of work time.
- Managed and supported Technicians/Field Engineers/Foremen on-sites to troubleshoot HW/SW alarms (VSWR, RSSI, Fiber Loss) on GSM, UMTS, LTE, and 5G nodes.
- Defined KPIs for large-scale programs to monitor project performance and ensure adherence to contractual obligations.
- Managed small to large scale projects, ensuring pre-scope plans and tasks are communicated with stakeholders.
- Responsible for training more than 15 project coordinator locally & internationally ensuring 100% first-time delivery and saving 25% in project costs.

Telecom Engineer Trainee (On-Site) | Ogero

July 2020 - Sep 2020

Beirut, Lebanon

- Designed Fiber to home Network design and distribution cables.
- Monitored the performance evaluation of a digital telephone switch.

Telecom Engineer Trainee (On-Site) | Touch Lebanon

June 2019 - Aug 2019

Beirut, Lebanon

- Participated in daily network monitoring process by using performances monitoring tools.
- Assisted with NOC activities related to GSM-UMTS-LTE radio interfaces, switch core and data core interfaces.

SKILLS

Technical Skills

Jira/Trello/HubSpot, Analytics, Ericsson/Nokia RAN, C++, Zendesk, ACCUV/Power BI/Smartsheet
Cisco Packet tracer, Linux/C/C++/JAVA, Visual studio/Omnet++, MATLAB, Adobe/AutoCAD

LANGUAGES

Arabic: Native tongue, **French:** Fluent, **English:** Fluent, **Spanish:** Intermediate

CERTIFICATIONS & ACHIEVEMENTS

Project Management Professional (PMP) – In Progress (2024)

Registered Member, Telecommunications engineer – Order of Engineers and Architects (2024)

Foundations of Project Management – Google (2023)

Five Nokia Recognitions for Excellence in Troubleshooting/Management work – Nexius (2021-2023)

PMI Agile Certified Practitioner (PMI-ACP) – LinkedIn (2023)

Project Management 101/102 – Nexius (2022)

Nokia Implementation Management Team winner – Nexius (Q2.2022-Q4.2022)

Cisco1, Cisco2, Cisco3, and Cisco4 – Cisco (2021)