

# Issa Bazazo

Technical Support Engineer | Telecom Systems | eSIM/SIM Specialist

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## PROFESSIONAL SUMMARY

Results-driven Technical Support Engineer with telecom and software background specializing in SIM/eSIM platforms, production troubleshooting, backend systems, and API integrations. Experienced supporting telecom operators, diagnosing complex technical incidents, and improving system reliability in high-availability environments. Strong analytical mindset with development knowledge enabling fast root-cause analysis and efficient resolution.

## CORE SKILLS

Technical Support • Telecom Platforms • eSIM/SIM Personalization • Incident Troubleshooting • Python • REST APIs • SQL • Postman • Wireshark • Docker • CI/CD • QA Testing • PostgreSQL • MongoDB • SFTP • Jira • Agile/Scrum

## PROFESSIONAL EXPERIENCE

### **SIM Technical Engineer — Inkript | Jul 2024 - Present**

- Provide L2 technical support for SIM personalization and production systems.
- Diagnose hardware/software failures and maintain system uptime.
- Execute testing, monitoring, and performance optimization.
- Collaborate with engineering and operations teams to resolve incidents quickly.

### **eSIM Technical Engineer — Monty Mobile | Dec 2023 - Jun 2024**

- Managed eSIM lifecycle operations including profile preparation and provisioning.
- Supported telecom integrations and operator onboarding.
- Performed QA validation and delivered technical training.
- Worked in Agile teams delivering telecom projects end-to-end.

### **Junior Software Developer / QA — Monty Mobile | Jul 2022 - Dec 2023**

- Developed backend services using Python/Flask.
- Tested SMS Gateway platforms and REST APIs.
- Worked with PostgreSQL & MongoDB databases.
- Supported Dockerized environments and CI/CD pipelines.

## EDUCATION

Computer & Communication Engineering (2019–2023)  
Computer Science Studies (2017–2020)

### **CERTIFICATIONS**

Cisco Certified Network Associate (CCNA)  
Cisco Certified Network Associate Industrial (CCNA I)

### **LANGUAGES**

Arabic — Native | English — Professional Proficiency