

SAMER JABER

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PROFESSIONAL SUMMARY

Senior telecom and technology executive with 25+ years of experience managing large-scale core network, sales, and service delivery operations across Africa and the Middle East.

Proven leadership in customer support, account management, and Agile/DevOps transformation. Skilled in technical sales, budgeting, and cross-functional team leadership.

CORE COMPETENCIES

- Telecom Core Network Operations (GSM/UMTS)
- Service Delivery & Project and Account Management
- Agile / DevOps Frameworks
- Technical Sales & Strategic Planning
- P&L, Budgeting, and Reporting
- SLA Management & Client Engagement
- Cross-Cultural Team Leadership

PROFESSIONAL EXPERIENCE

EDGE Evolve, South Africa

Group Service Delivery Manager | Jan 2022 – August 2025

- Implemented Global Services Framework
- Projects Performance and Risk Assessments
- Led global delivery operations and strategic account management across business units
- Implemented Agile/DevOps practices for service quality and SLA adherence
- Oversaw budgeting, stakeholder communication, and resource planning
- Developed internal delivery framework for enhanced project execution

Siteg Telecom, Lebanon

Technical Director | Aug 2018 – Nov 2019

- Directed development and troubleshooting of MySmartContact app
- - Oversaw quality control, release planning, and cross-functional collaboration

Astellia, Lebanon

Regional Customer Support Manager – Middle East | Feb 2017 – Jul 2018

- - Led L1/L2 support teams; reduced ticket volumes across MEA
- - Managed escalations, SLAs, spare part dispatch, and customer visits

VivaCell, South Sudan

NOC Unit Manager | Sep 2013 – Dec 2015

- - Built and managed local/international team of 10
- - Enhanced network reliability and prepared for 3G deployment

Shabakat (Zain KSA)

Core Planning Consultant | Sep 2012 – Mar 2013

- - Evaluated architecture proposals and coordinated interdepartmental projects

Bintel Group

Technical Manager Core Network | Aug 2010 – Jan 2012

- - Managed NSS across four African countries; led 30-40 engineers
- - Oversaw field deployments, architecture design, and supplier negotiations

Siemens / Nokia Siemens Networks

Technical Sales Team Leader & Account Manager | June 2004 – Jul 2010

- - Led pre-/post-sales activities, training, and technical bids for regional clients
- - Manage several Key accounts

LibanCell, Lebanon

NOC Senior Engineer | Oct 1997 – May 2004

- - Monitored network performance; supported alarms, traffic, and switching systems

EDUCATION

B.Sc. Communication & Electronics Engineering

Beirut Arab University, Beirut, Lebanon, 1996 (with distinction)

CERTIFICATIONS & TRAINING

Project Management, Agile, GSM & LTE Protocols, UNIX, Cisco, Ericsson/Nokia/Siemens systems, Asana Workflow Specialist

LANGUAGES & TOOLS

- Languages: Arabic (native), English & French (fluent)
- Tools: MS Office, Asana, JIRA, SQL, Android Studio, SharePoint, Google Cloud Console

*Please note that a reference letter is available upon request.