

# Mohammed Younes

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## Professional Summary

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Experienced Telecom/IT professional with more than 15 years of experience in mobile/cloud/SaaS domains with international exposure to different cultures and major customers in the region.

I like to solve problems. Throughout my career, I have been driven by my intellectual curiosity to help customers. Moreover, customer satisfaction, trust, integrity and ethical business conduct were my main work values throughout my career journey. My intellectual curiosity also drives me to be a lifelong learner; I hold an MBA from the university of Leicester – UK and now I am part of the Harvard business analytics program.

## Education

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<b>HARVARD UNIVERSITY</b> , Boston, Massachusetts, • Business Analytics	January 2021 - June 2022
<b>UNIVERSITY OF LEICESTER</b> , Leicester, United Kingdom, • MBA	October 2017 - March 2020
<b>BEIRUT ARAB UNIVERSITY</b> , Beirut, Lebanon, • Bachelor of Engineering - Telecom	October 1996 - July 2001

## Experience

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**Customer success manager** November 2021 – Present  
*Accedian*  
Customer success manager for EMEA customers.

**Solution Architect** July 2007 – October 2021  
*Nokia, Beirut, Lebanon*  
Customer consultation and analysis for their business requirements within the agreed SLA for various customer technologies. (Nokia, VMWARE, BMC)

- Deliver and support a full umbrella management system solution for Zain Lebanon (12 Million-dollar project and a reference project in the region)
- Received an award and recognition letter for project closure within agreed timelines.
- Improved customer satisfaction and achieved an excellent performance during customer survey
- Prepared solution design, high- and low-level design (HLD & LLD) for projects.

**Customer support specialist / Team leader** July 2004 – June 2007  
*Nokia Siemens Networks, Beirut, Lebanon / global support*  
Customer support and emergency handling for major operators in the region such as Vodafone, Telenor, Zain group, Orascom, STC.

- Gained an outstanding performance in Orascom – Algeria project for solving complex problems which saved millions of dollars on the project.
- Trained and enabled local staff in Telenor – Pakistan, conducted interviews to hire local resources for the project.
- Received an award and appreciation letter from Asiacecl Project during the six months onsite support.
- Led a team of five engineers from different countries and was able to achieve customer trust/satisfaction for the consistent outstanding performance from Zain customer for case handling and emergency support.

**Pre Sales engineer** April 2003 – June 2004  
*Telecommunication and advanced technologies, Beirut, Lebanon*

Preparing RFP and RFQ and addressing customer requests through meetings.

- Created value for customers by designing cost effective solutions for their network.
- Prepared RFP and RFQ. In addition to follow up meetings

## Volunteering experience

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### Process improvement analyst

May 2019 – June 2019

*Nonprofit local organization, Beirut, Lebanon*

- Analyzed the operation processes in different departments to improve efficiency.

### Project Leader

December 2020 – April 2021

*BEIRUT AI, Beirut, Lebanon*

- Managing AI related projects for the Beirut AI community.

## Projects

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- MBA project: analyzed the impact of geopolitical risk, economic policy and inflation on stock return using econometric models and statistical software like Eviews. This included hypothesis testing, regression and stability testing.
- Participating in Hackathons and running ML algorithms using python (regression, random forest, kmeans,etc.) and R(regression, text mining, decision tree, recommendation, random forest,etc), in addition to deep learning using keras.
- Data assessment and analysis as part of KPMG virtual internship – theforage.com
- Data science bootcamp on Udemy and other platforms.
- Contribution on GitHub: <https://github.com/my144/data-analysis>

## Skills and tools

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- Teamwork: Excellent team player, able to effectively contribute and work as part of a team to achieve a common objective.
- Interpersonal and Conceptual skills: Competent networker, able to communicate with stakeholders on different levels and quickly establish rapport in addition to critical thinking and problem-solving skills
- Time management: Proactive and able to work and manage multitasking at a time while paying attention to detail and with minimal guidance and goal driven. Moreover, I am able to work under pressure.
- Data analysis: Proficient in research methodologies (Quantitative and Qualitative), financial modeling, Hypothesis and A/B testing, data analytics and visualization using Eviews, R, Python, DataRobot,tableau and power BI.
- Good knowledge in SaaS, network performance analytics, Application performance management, APIs (postman), docker, kubernetes, Asana, Grafana, GitHub, cloud services and agile methodologies.
- Proficient in MS office, Linux and SQL.

## Languages

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- Arabic: mother tongue.
- English: fluent
- French: basic