

Alaa Waled Taamneh

Senior Performance & Data Analytics Engineer

Power BI | Telecom KPIs | Network Performance | Automation

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Nationality: Jordanian

Visa Status: Iqama Holder

SUMMARY

Performance and telecom analytics professional with 11+ years of experience across Nokia-MS networks in Saudi Arabia. Strong background in network performance engineering, KPI monitoring, and executive reporting with hands-on expertise in Power BI dashboards, real-time monitoring, and cross-technology performance analysis. Proven ability to lead teams, automate reporting processes, and support Mega events such as Hajj and Ramadan. Recognized for improving service reliability, SLA compliance, and operational efficiency.

PROFESSIONAL EXPERIENCE

Performance & BI Engineer (Acting Team Lead) – STC Nokia Network

Nokia Al Saudia | Riyadh, Saudi Arabia 02/2018 – Present

- Acting team lead for performance monitoring team, overseeing daily operations, customer reporting, and internal management coordination.
- Designed and delivered Power BI dashboards and automated performance reports to support data-driven decision-making.
- Contributed to automation of contractual KPI and network performance monitoring with real-time alerts and dashboards, reducing manual workload and improving response time.
- Monitored and analyzed network KPIs at BSC, RNC, district, city, and cluster levels.
- Ensured OSS data availability in coordination with configuration and OSS teams, enabling continuous real-time monitoring.
- Managed TT escalation processes for SLA and KPI violations using RTTS tools.
- Verified MDTs and conducted post-implementation reviews to minimize downtime and enhance network stability.

Coordinator &HD Technical engineer for STC Project MS

Nokia Al Saudia | Riyadh, Saudi Arabia 02/2016 – 12/2017

- Handling all technical analysis issues Assigned and tracked TTs with FLM teams, providing remote support and follow-up on progress to ensure timely resolution.
- Coordinated with all domains to resolve alarms/issues and maintain site performance within SLA.
- Analyzed daily degraded/outage TTs, identifying root causes and recommending solutions follow-up, and closure within SLA.

FLM Engineer – South Region

Nokia – Saudi Arabia Aug 2014 – Feb 2016

- Troubleshoot and maintained 2G, 3G 4G BTS, and microwave network infrastructure.
- Commissioned and integrated Nokia BTS outdoor sites and performed software upgrades.

Low Current & Telecom Engineer

Signal Telecom – Riyadh Jun 2012 – Jun 2014

- Designed and implemented low-current systems, including IoT devices, CCTV, access control, AV, smart home, and fire alarms.
- Delivered integrated solutions tailored to customer requirements

EDUCATION

B.Sc. in Electrical & Telecommunication Engineering 2006 – 2011

Yarmouk University – Hijawi Faculty for Engineering Technology | Jordan

PROJECTS

Real-Time Executive Dashboards

- Designed Power BI KPI dashboards with executive-level visualizations, providing real-time insights into network health, service continuity, and data-driven decision-making

KPI Automation

- Contributed to automated KPI and incident trouble ticket monitoring across networks, improving efficiency, SLA compliance,

MICROSOFT CERTIFICATIONS

- Microsoft Certified: Power BI Data Analyst Associate (PL-300)

PROFESSIONAL CERTIFICATIONS

- Power BI Job Simulation – PwC
- Microsoft Power BI Desktop for BI – Udemy
- SQL Master Class - Udemy
- Data Science & Analytics – HP
- MS Performance Management & Support – Nokia
- NCSA – Nokia
- Flexi Packet Microwave – Nokia

TECHNICAL SKILLS

Business Intelligence & Reporting

- Power BI (Dashboards, Data Modeling, DAX basics)
- Data Visualization & Storytelling

Telecom & Network Performance

- Network KPI Analysis
- Performance Monitoring
- SLA & Incident Management
- MDT Verification & Post-Change Management

Operations & Coordination

- Incident & Escalation Management
- Cross-Functional Coordination
- High-Traffic Event Monitoring