AMMAR AL-EID

Senior BSS / Charging & Billing Solution Architect

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PROFESSIONAL SUMMARY

- Telecommunications BSS leader with 20 years of experience delivering Billing & Charging solutions across BSCS and Ericsson CBiO (BSCS iX / CS5).
- Strong end-to-end expertise spanning rating, billing cycles, mediation, provisioning, roaming (TAP/RAP), interconnect, dunning/collections, and revenue assurance.
- Proven track record leading SIT/UAT, production stabilization, migrations and upgrades, improving operational efficiency, accuracy, and time-to-market.
- Hands-on, pragmatic solution architect who aligns business, finance, and technology stakeholders to deliver scalable, compliant solutions.

CORE SKILLS

- BSS Solution Architecture: Convergent billing/charging, product catalog, offer & bundle design, GL/tax mapping
- Billing & Rating: Postpaid billing, rerating, reprocessing, billing run governance (BCH/BGH), reconciliation
- Charging: CS5/SDP/AIR service classes, DAs, counters, rating trees, PAM; prepaid–postpaid convergence
- Mediation & Provisioning: EMM/EMA, interface validation, workflow troubleshooting, monitoring & alerting (SNMP, MX, dashboards)
- Testing & Quality: SIT/UAT management, test strategy, automation enablement, defect triage and release governance
- Operations: Incident management, SLA/vendor management, capacity/performance tuning (Oracle/Unix)
- Domain: Roaming (TAP/RAP), Interconnect (trunks/zones/partners), Fraud prevention, API monetization

CERTIFICATIONS & MEMBERSHIPS

- PMP and PMI-ACP (PMI) - 2024
- AWS Certified Solutions Architect - Associate - 2024
- Lean Six Sigma Green Belt (SSGI) - 2024
- Member: Agile Alliance; CMMI community; GSMA working groups (as part of role)

PROFESSIONAL EXPERIENCE

Senior BSS Solution Architect & Product Manager | 1&1 Mobilfunk GmbH

Dusseldorf, Germany ● May 2024 - Present

- Design end-to-end technical and commercial solutions aligned to telecom standards and strategic objectives.
- Translate business needs into scalable technical specifications and drive stakeholder alignment across business, vendors and engineering.
- Identify and shape new revenue opportunities and product propositions for messaging, APIs and network capabilities.

Key initiatives / achievements:

- Fraud prevention, API monetization, A2P/P2P SMS, RCS/RBM, Mobile Edge Cloud, 5G NSA, IoT services.
- Participation in GSMA working groups; Open API Gateway (German Champions), Operator Platform-Gateway (OPG), RCSG, VoWiFi/VoLTE entitlement configuration.

Senior CBiO / Billing Expert | Asiacell (Ooredoo Group)

Sulaymaniyah, Kurdistan, Iraq ● Apr 2015 - Apr 2024

- Owned operation and delivery support for Ericsson CBiO stack (BSCS iX R3 + CS5) across billing, rating, charging, provisioning, and mediation.
- Ran postpaid/interconnect billing cycles; handled rerating and rejection management; ensured accurate reconciliation and revenue assurance.
- Configured CBiO offers, bundles, catalogs, promotions, taxes and GL codes; supported finance and commercial launch requests.
- Managed roaming TAP file handling and RAP generation; maintained interconnect configuration (zones, trunks, short codes).
- Implemented monitoring/alerting and supported incident management with SOC; followed up vendor SLAs, RFQs/RFPs.

Specialist CBiO Consultant / SIT-UAT Manager | Ericsson

Khartoum, Sudan • May 2012 - Apr 2015

- Led SIT/UAT (team of ~14) for CBiO programs; built test strategies, test specifications and execution plans across interfaces (EMA, BSCS, EMM, CS).
- Coordinated defect management (Bugzilla), release tracking, regression testing and stakeholder reporting.
- Supported migration validation and discrepancy checks; ensured end-to-end scenario coverage for charging and billing.

Key initiatives / achievements:

- Asiacell (Jan 2014): O&M consultant for CBiO go-live, stabilization, handover documentation, monitoring configuration, and rerating/reprocessing improvements.
- Zain Sudan (May 2012 - Jul 2013): SIT/UAT manager for E2E testing across mediation/provisioning and charging nodes.

BSCS Consultant / Solution Architect (Freelance) | Alcatel-Lucent

Multiple client sites (Tunisia, Nigeria, Benin, Belarus, Syria) • Mar 2007 - Apr 2012

- Implemented and supported BSCS environments (installation, baseline setup, integration, training and production stabilization).
- Designed scalable architectures, improved billing performance and automated operations using Unix shell and PL/SQL scripting.
- Delivered interconnect implementations, printing/PDF invoice solutions, and migration planning for large subscriber bases.

Key initiatives / achievements:

- Orange Tunisia (2010-2012): BSCS iX R2 architecture across 3 environments; scaled SOI/CX and billing servers; improved invoice generation performance.
- Globacom Benin (2009): BSCS iX + provisioning/mediation setup; interconnect system from scratch; reduced rating rejections to near-zero.
- Globacom Nigeria (2008-2009): Migration planning BSCS6 to BSCS iX; provisioning across multiple HLR/IN platforms; large-scale DB migration support.
- Best Mobile Belarus (2008): Convergent solution support and go-live; environment migration and HA stabilization.
- STE Syria (2007-2008): Fixed-line billing integration with BSCS iX; CRM integration and performance testing.

Application Support Engineer (Billing) | MTN Syria

Damascus, Syria • 2004 - Feb 2007

- Supported BSCS billing/rating operations (front-end and back-end), CDR reconciliation, rejection analysis and reprocessing.
- Contributed to migration from legacy Unicorn (Sybase) to BSCS (Oracle); built scripts and reports for marketing and customer care.
- Managed roaming processes (TAP), printing solution (PlanetPress), and database monitoring/maintenance activities.

Key initiatives / achievements:

- Supported subscriber growth from ~300K to ~1.6M by improving operations, automation and stability.

EDUCATION

- Master in Computer Science - Arab Academy for Banking and Financial Services, Damascus, Syria (2005-2007)
- Bachelor / Higher Diploma in Management Information Systems - Al-Ahliyya University, Amman, Jordan (2000-2004)

LANGUAGES

- Arabic (native)
- English (fluent)
- French (B1)
- German (A2)

ADDITIONAL INFORMATION

- Nationality: Syrian
- Date of birth: 14-11-1982
- Marital status: Married