

Mohamed Saho

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- Worked in a fast-paced, dynamic environment with a focus on providing superior customer service, where the primary objective is to resolve customer incidents/requests within the global service desk so that employees are able to be productive, with minimal downtime.
- Functioned as a knowledgeable, first-call resource known for our problem-solving capabilities, and attention to detail.

Authorized to work in the US for any employer

Work Experience

NOC Technician

Comium GSM - Gambia

February 2019 to July 2021

Responsible and duties

- Operator position technician as team leader
- providing history Alarms Logs & Daily Mapa(Management Audit Performance Analyst Report)
- Provided access to the computer network and computer systems by troubleshooting user access issues and managing security threats

Call center/ NOC Technician

Qcell - Gambia

December 2013 to December 2018

Responsible and duties

- Monitoring MSC room servers & ISP servers for ACS and router alarms.
- Monitoring network alarms on all nodes USN CG UGW UMG MSC(MSOFTx3000) HSS USC and report/escalating any incident to the respective manager.
- Monitoring BSS/RNC Qcell cell sites then contacting the caretakers to get first hand information and reporting /escalating to relevant managers.
- Disassembled antennas, located malfunctions, repaired and replaced defective equipment.
- Maintained RNC, BTS cell site deployment worksheets and generate detailed reports on daily basis for upper management.
- Conducted Troubleshooting and repairs on Qcell LTE, GSM, and UMTS Technologies.

Call center duties

FEB 2013 - OCT 2015

- Resolving customer's daily problems regarding voice and Internet issues, Private number activation, divert activation deactivating Modify CRBT
- Daily Sim cards replacements.
- Activating & deactivating prepaid roaming services

- Performed other related task assigned by the Managers.

Substitute Teacher.

Seino primary school - Gambia

January 2009 to December 2011

Education

Associate's in CCNA

QuantumnNET institute of technology - Gambia

February 2016

2012:QuantumnNET institute of information technology

High school diploma

kotu senior secondary school

Skills

- Leadership (2 years)
- Network monitoring
- Computer Skills. MS Office, Google Drive, spreadsheets, email, PowerPoint, databases, social media, web, enterprise systems.
- Troubleshooting. Assessment, system knowledge, analytical skills, testing, calm mindset, problem-solving, logic, critical thinking skills, collaboration, communication
- Project Management Skills. Task management, prioritization, delegation, task separation, scheduling, risk management, Scrum.
- Research. Source checking, intellectual property rights, networking, outreach, advanced Google search.
- Planning. Analysis, conceptual skills, brainstorming, decision-making, forecasting, logistics, problem-solving skills, cost-assessment, requirements-gathering.