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North hills, CA 91343.

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Sameh M. Shehata

Objective

Pursuing a telecommunication engineering position in a communication enterprise, where I can expand my experience and utilize self-drive and creativity to achieve company growth, profit and personal satisfaction.

Education

Bachelor of Electronics and Telecommunication Engineering.
Faculty of engineering, Helwan University, Egypt.
Date of Graduation: May 2004   Grad: Good (67.24%)
Graduation Project: ADSL modem Simulation.   Grade: Excellent.
High School:
Ibn Khaldon Secondary School, Cairo, Egypt.
Date of Graduation: 1999   Grad: 91.5%

Key Performance indicators

- Ability to manage difficult Costumer Service solutions.
- Well aware about new arrived technologies & devices regarding Cell sites.
- Cost conscious & able to work within the budget.
- Prioritize and plan work activities, use time efficiently, set goals in addition, objectives, develop realistic action plans.
- Reliable, tolerant, determined and can work under pressure.
- Strategic mindset.
- Ensure effective and efficient reporting.
- Capable for handling jobs independently.
- Ability to communicate effectively.

Professional Experience

Currently working on to be registered in the US engineering board by passing the EIT Exam in Electrical and computer discipline followed by the PE Exam.

Vozzcom inc. (Spectrum authorized contractor)
Field service representative   **November 17 – Present**

Responsibilities:
- Support customers had services (Internet/TV cable) temporarily suspended to restore service, reactivate their equipment and keep their account from closure.
- Recover client (Spectrum) owned equipment in case of switching the service provider or payment is not possible.

Aishoua inc.
Customer service representative   **March 16 – November 17**

Responsibilities:
- Providing outstanding, professional customer service to ensure repeating business.
- Perform financial transactions such as: check cashing, money transfers, money orders, bill payments, and more, data entry and efficient use of POS systems.

EPTSC (An Orascom Company)-Pakistan
Ericsson/Mobilink - Ufone/Huawei Maintenance projects
Operations and maintenance Coordinator Engineer   June 14 – Jan 15

Responsibilities:
- Responsible to run day to day activities within the region to meet costumer standard of the required KPI/SLAs as well as achieved company growth and profit.
- Monitor performance, availability of the network on an ongoing basis, recommend improvement plans to the customer to be implemented.
- Following up, hands-on experience for all technical issues (Radio and Environmental /Power issues), Preventive Maintenance/Corrective Maintenance Plans as well as administration issues of the region.
- Maintenance and troubleshooting fire alarm control panels for cell sites
- Evaluate costumer complains to get customer satisfaction and enhance the performance.
- Participate in a leadership role in the implementation of new designs, services, procedures and policies within the network, ensure appropriate hand-off to operational/systems support staff of new implementations.
- Setting organization chart of the region and recruitment of manpower to implement the new projects as per defined SOW.
- Arranging of any sort of vendors required within the project as per defined SOW.
- Ensuring invoicing cycle project wise within the region.

Mobilink Maintenance Project
Regional project Coordinator Engineer   March 12 – May 14

Responsibilities:
- Following up, hands-on experience for supporting teams for handling network alarms/TTs (for access and core) within the region to meet customer's KPI/SLAs.
- Following up of all technical issues for radio and environmental/power issues, PM and CM plans as per customer standard.
- Participate in a leadership role in the implementation of new designs, services, procedures and policies within the network, ensure appropriate hand-off to operational/systems support staff of new implementations.
- Following day by day activities within the region, evaluate costumer complains to get customer satisfaction and enhance the performance.
- Preparing & Ensuring invoicing cycle project wise of the region.

Branch team leader   July 11 – March 12
Responsibilities:
- Hands-on to support/Following up & support teams for handling network alarms.
- Leading teams and ensure responding to network issues/TTs on rotating on-call basis.
- Making Preventive Maintenance and Corrective Maintenance plans for the network within my specific area cell sites.

Ericsson Egypt Ltd-EFS

Vodafone account
3G Installation Engineer   November 10 – April 11

Responsibilities:
- 3G node B installation, configuration (3206,3418,3518)
- 3G Expansions activities (Power amplifier, Second carrier and HSPA+)
- Site Surveys, Acceptance & Snags/defects clearance.
- Preparation professional reports as the costumer standard.

ORASCOM Trading-Egypt / EPTSC(an Orascom Company)-Pakistan

Orange Maintenance Project / Mobilink maintenance project
Nokia Siemens Network Manage Services 3G Project
BSS Senior Engineer   April 07 – October 10

Responsibilities:
- Maintenance and troubleshooting for Nokia flexi WCDMA Node B.
- Maintenance and troubleshooting for Alcatel Microwaves 9400UX/LX,9400 AWY
- Maintenance for Motorola BTS (M-cell6, Horizon, Horizon II)
- VSWR measurement, Routing, Migration and Motorola BTS calibration as Tx power adjustment and Rx frequency correction.
- Maintenance and troubleshooting fire alarm control panels for cell sites
- Site Surveys, Site meetings for Quality audit.
- Acceptance & Snags/defects clearance.
- Preparation professional reports as the customer requirements.
- Attend customer complaints, evaluate costumer complains and lead the
- Resolution action plan within a specific time frame.

Orascom Trading-Egypt

Orange Maintenance Project
BSS Engineer   August 05 – March 07
Responsibilities:
- Maintenance and Troubleshooting for Alcatel Microwaves 9400 UX/LX-PDH range
- Maintenance for Motorola BTS (M-cell6, Horizon, Horizon II).
- Preventive maintenance for Mobinil sites for radio and environmental equipment.
- Maintenance and troubleshooting fire alarm control panels for cell sites

E M C

Trading and Electromechanical Contracting
Maintenance Engineer   October 04 –July 05

Responsibilities:
- Installation for Ethernets and ADSL modem with USB or Ethernet.
- Installation and programming for Siemens and Panasonic PBXs.
- Programming and maintenance for Fax machines.

GSM

The Global System for Mobile Communications

- Course takes 4 weeks
    From 01/02/2005 to 28/02/2005
  - Course includes:
- Cellular fundamentals.
- GSM network architecture and services.
- GSM radio interface & mobility management.
- From source information to radio wave.

CCN A

CISCO Certified for Network Associates

  - Course takes 3 weeks
    From 05/09/2004 to 26/09/2004
  - Course includes:
- Ethernet LAN & TCP/IP concepts.
- Routing basics & configuration Cisco routers.
- Switching basics & configuration Cisco switches.
- WAN design & technologies.

Broadcasting & TVBuilding
  - Training takes 4 weeks – summer 2002
    From 01/07/2002 to 01/08/2002
El-Nasr for Television and Electronics Company
  - Training takes 4 weeks – summer 2003
    From 01/07/2003 to 01/08/2003

Telecom Egypt

FawalaTechnicalServiceCenter
  - Training takes 4 weeks – summer 2003
    From 03/08/2003 to 04/09/2003
  - Training for the Digital Electronic Switching System (EWSD)

PCBE

Printed Circuit Boards Egypt (one of Bahgat group companies)
  - Training takes 1 week – summer 2003
    From 07/09/2003 to 12/09/2003

English: Very good in both writing and speaking.
French: Fair.
Arabic: Mother tongue.

Microsoft office (Word, Excel and PowerPoint)
Internet researches skills

Personal Data

Date of birth: July, 01, 1982.
Place of birth: Cairo, Egypt.
Gender: Male
Nationality: Egyptian.
Authorization work in US.: Yes
Valid US. driver license: Yes
Marital status: Married.

References furnished upon Request.