Ahmed Ismail Ahmed El-Shenawy

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Personal Data:

Date of Birth: June 10th, 1988

Nationality: Egyptian

Marital Status: Single

Military Status: Exempted

Work Experience:

- **Mobile Network Administrator – PrimeTel PLC, Cyprus** (From June 2016 –Present).
  - Participate in new mobile services planning, deployment and ATP testing operations like IMS services.
  - Operational experience of SS7, MAP and Diameter Protocols.
  - Operational experience of network management systems of difference vendors including Huawei & ZTE for Core and RAN services.
  - Responsible for mobile network quality, performance metrics, KPIs and alarms for all mobile services through all network elements MSC, HLR, HSS, ATS, CSCF, SPS, MGW, UGW, MME and designing BI dashboards using QlikSense and Microsoft Power BI.
  - Expertly oversee Level 2 technical support for all mobile services (Voice, SMS, PS, IMS, Supplementary) for the subscribers inclusively (local / roamers / outbound roamers) through all communication channels reported by PrimeTel CS/TS/NOC and roaming partners.
  - Responsible for mobile support internal ticketing system operations as defining areas of improvements in support processes and measuring SLA to ensure high QoS.
  - Lead mobile terminals technical operations including testing new terminals, handling mobile support issues related to terminals and coordinating with OEM companies new SW and/or new MR for new mobile services like IMS services.
  - Responsible for the TADIG operations for outbound and inbound roaming services including validation of all IREG tests (IR24/IR35/IR32/IR38), handling TADIG validation for new SIOT agreements, issuing of TCC and giving final Go to roaming commercial team for new services' launches
  - Responsible for TAP & NRTRDE files flows in/out through DCH and roaming partners including handing TAP files technical issues related to formats.
  - Participate in IREG testing for inbound and outbound roaming services and troubleshoot any related technical issues.
  - Participate in GSM Association groups including Interoperability Data specifications and Settlement , 5G, Technical Adaptation of Devices, Billing and Charging Evolution, Roaming in LTE , Roaming Charging Principles.

- **Roaming Coordinator – PrimeTel PLC, Cyprus** (From June 2014 –June 2016).
  - Analyzing Roaming agreements for financial issues.
  - Assist on monthly payments and follow up to release the payments order before the due date.
  - Following up & updating the outstanding interconnection balances & following up its collections.
  - Assist on reconciliation of Receivables (AR) and Payables (AP) roaming accounts
  - Follow up CN/DN invoice processes.
  - prepare forecasts, budgets, and reports.
  - Model business cases for special inter-operator tariffs.
  - Identify new revenue generating opportunities.
  - Accountable for planning and scheduling of IREG tests for all services (GSM, CAMEL, 2G & 3G) with roaming partners and internal teams.
  - Assist on Contract signing, manage the Sending and Receiving of Signed IRA's.
  - Identify new opportunities to maximize our global service coverage while maintaining high quality of

service.
- Commercial planning of new services and platforms, including internal activities.
- Perform ad hoc tasks as required.
- Keep internal work flow systems updated.
- Audit of existing services agreements.
- Provide management with information on which to base decisions by analyzing the data, recognizing opportunities and recommending improvements.
- Assist in formalizing the roaming roadmap Strategy
- Audit agreements relating to IW SMS and IW MMS

- **Roaming Engineer – Etisalat, Egypt** (From March 2012 – April 2014).
  - Monitor Control TAP files flow with DCH.
  - Coordinate the validation of TAP files for new roaming offers.
  - Coordinate with DCH for providing support for any roaming operations issues.
  - Monitor CDR files such as: TAP, RAP, NRTRDE.
  - Prepare daily, weekly and monthly operations reports.
  - Working with Billing & Finance to ensure configuration is in place for billing and settlement.
  - Handle and follow up RAP file recycling and dispute with roaming partner follow DCH.
  - Acting as interface between roaming partners and internal departments.
  - Participate in revenue assurance activities to ensure no revenue leakage in roaming.
  - Support and implement tools for automation of tasks.
  - Develop internal and cross-departmental processes.

Education:
College: BSc. of Computer Engineering degree from Arab Academy for Science, Technology & Maritime Transport (AAST), Alexandria, Egypt. (Graduation Year 2011, Accumulated GPA: 2.8 Very Good).

Certificates:
- *Computer Certificates:*
  5G Core – Architectures, Concepts and Call Flows (Udemy)
  4G-LTE EPC: Evolved Packet Core Network (Udemy)
  Mobile CS Voice Core Concepts in 2G GSM, 3G UMTS & 4G-LTE (Udemy)
  Qlik Sense for Data Science and BI (Udemy)
  SIP | Session Initiation Protocol in Cellular Networks (Udemy)
  Signaling SS7 in Mobile Cellular wireless Networks (Udemy)
  Bash Scripting and Shell Programming (Udemy)
  Introduction to Oracle SQL (Arab Academy for Science & Technology).
  CompTia A+ Course (New Horizons Training Centre).

- *Other Certificates:*
  TOEFL iBT (ETS Egypt)
  Agile Development Practices (PMI Project Management Institute)
  Ethereum: Building Blockchain Decentralized Apps (LinkedIn Course)

- *Recognition Certificates for Voluntary Work & Organizing Events:*
  Egyptian Engineering Day 2012 (IEEE Gold Egypt Section).
  Global Facility for Disaster Reduction and Recovery - GFDRR'11 (World Bank).
  Intel Science Competition - Arab World - ISC 2011 (Intel Cooperation).

Activities:

- Volunteer in **IEEE – AAST Student Branch** (From Feb 2008 – June 2011).
  Organized more than thirty of IEEE events (Startup Weekend Alexandria, CarTronics, Life on a Chip, Mind Mapping, Tech Talks, ESBM 2008, PCB, Robotics Workshop, etc.).
- Mentor of **IEEE – AAST Student Branch** (From Feb 2012 – Oct 2012).
- Entrepreneurship Division Co-Head – **YES Egypt** (From Apr 2011 – Jul 2012).
- Intercultural Dialogue Training – **Youth in Action, UK** (June 2012).
- EED Program Team Leader in **IEEE - Gold Egypt Section** (From Mar 2012 – Present).

Qualifications:

Computer Skills:

- Multi-Platform Experience: Windows, Linux/UNIX & Mac OSX
- Microsoft Excel: Expert (array formula, pivot tables, charts, Power BI)
- Programming Experience: Embedded C, C & C++ SQL

Other Skills:

- Communication skills & communicating across cultures.
- Presentation skills.
- Problem solving techniques and managing conflicts skills.
- Effective time management.
- Negotiation skills.
- Effective facilitation skills.
- Organization, interpersonal and speed adaptation skills.

Languages:

- **Arabic:** Mother Tongue (Read, written and spoken)
- **English:** Fluent (Read, written and spoken).
- **Greek:** Basics (Read and spoken).
- **French:** Basics (Read, written and spoken).

Interests:

- Volunteering work and organizing events.
- Reading.
- Physical Exercise.

All references will be furnished upon request