

Optical Operations Engineer Optical Operations Engineer MBA Candidate at William & Mary - Raymond A. Mason School of Business- Class of 2021 Williamsburg, VA MBA candidate with extensive expertise in projects and operational management. Passionate about financial management, innovation, digital technology, customer experience, organisational transformation, marketing and community development. Over the past 5 Years, I sufficiently developed practical knowledge in Telecommunication operations. Improving processes and operational efficiency, by using technology tools and strong analytical skill to progressively eliminate bottlenecks. I look forward to a highly promising career and to solving problems of various complexities faced by organisations. Sponsorship required to work in the US Work Experience Optical Operations Engineer MTN Nigeria Communications PLC - Lagos, NG April 2017 to July 2019 Minimized revenue leakage of Enterprise Business Unit to \$700,000 monthly, by automating process workflow for work orders and synchronizing work orders billed with the network provisioned enterprise services Supervised team of 20+ network engineers to carry out operation, maintenance and integration of services on 5000+ IP and transport equipment; ensuring >98.5% availability of mobile services on the MTN Nigeria Network Coordinated technical design and end-to-end implementation of Facebook 200GB transport capacity connecting Nigeria and United Kingdom over submarine cables; securing MTN Group a revenue to the tune of \$12Million Identified core areas for internal process automation and collaborated with compliance team and software development team in scripting solutions, adequately improving operation efficiency by 30% and ensuring the sustenance of ISO 9001:2015 Quality Management Systems standard Collaborated with senior management to draft out the SLAs and KPIs of the manage service agreement between MTN and Nokia, ensuring Nokia delivers a guaranteed service quality and works within precisely defined responsibilities and tasks Represented 200+ staffs in the quarterly corporate council meeting with the CEO, COO and the HR Exec of MTN Nigeria to discuss the concerns of staffs and the business in general. Discussions led to the adoption of flexible working hours and telecommuting, improving work life balance of staffs Network Project Engineer Huawei Technologies - Lagos, NG December 2014 to April 2017 Built Excel Model to daily visualize fiber degradation level on 400+ fiber

segments of the largest telecommunication company in Africa, leading to 50% reduction in the MTTR of degradation and a corresponding increase in network performance

Designed and implemented first enterprise DWDM solution in the Nigerian Banking sector; a solution connecting a Tier 1 bank's Data Center to its Data Recovery Center, a project valued at \$500,000

Trained 30+ Telecoms Engineers on SDH & DWDM principles, Operations and Maintenance of SDH/DWDM Equipment

Coordinated with other teams to troubleshoot network escalations and developed innovative solutions to drive improvement in the network quality and reliability, improving the performance and availability of MTN Nigeria Network

Implemented software upgrades and ran patches on customers Network management servers to enable the seamless supervision of 100+ newly commissioned transport routers

System Administrator Computer Warehouse Group - Lagos, NG March 2011 to September 2011

Deployed regular patch update and effectively managed the company's exchange mail servers, progressively eliminating 90% of system vulnerability and improving overall system performance

Supported creation of exchange mail policies and the administration of the mailing addresses of over 500+ staff, ensuring proper mail routing and swift resolution of mailing issues

Created Excel Model to properly manage equipment inventory and adequately prepared weekly stock reports; ensuring 100% availability of spares.

Education Master of Business Administration in Finance & Strategy College of William & Mary, Raymond A. Mason School of Business - Williamsburg, VA May 2021

Bachelor of Engineering in Information & Communication Technology Covenant University July 2012

Skills Microsoft Office (10+ years), Python (Less than 1 year), Network Management (5 years), Tableau (Less than 1 year), SQL (1 year), Telecommunications (5 years), Fiber Optic Links

<http://linkedin.com/in/akingbade-ampitan>

Certifications/Licenses CCNA March 2011 to March 2020

CCNA is an information technology certification from Cisco Systems. CCNA certification is an associate-level Cisco Career certification.

PRINCE2 September 2015 to September 2020

PRINCE2 (Projects IN Controlled Environments) is a structured project management method and practitioner certification programme. PRINCE2 emphasises dividing projects into manageable and controllable stages. It is adopted in many countries worldwide, including the UK, Western European countries, and Australia. Additional

Information Volunteer: National Emergency Management Agency- Sensitized citizens in various communities on disaster management procedures; including fire & flood disasters

Name: Tiffany Wood

Email: nhuerta@example.org

Phone: 970-324-3092