

WAHEED ALNOOR

OTTAWA, ONTARIO | (613)363-3864)

Alone.33423@gmail.com | <https://www.linkedin.com/in/waheed-alnoor-4b1011206/>

Professional Summary

Network Engineer with over 8 years of experience in Access Network Operations Centers, specializing in network performance monitoring, issue resolution, and service optimization. Skilled in generating actionable insights and creating real-time dashboards to enhance operational efficiency. Proven expertise in utilizing the Remedy Ticketing System (RTTS) for effective trouble ticket management and collaborating with cross-functional teams to ensure seamless network operations and exceptional customer support. Recently certified in Data Analytics, Big Data, and Predictive Analytics, with hands-on experience in Python, SQL, and R.

Work Experience

Mechanical Assembler

Feb 2023 - Present

KATEK CANADA INC | Cornwall

- Assembled electronic and mechanical components with precision according to technical drawings and work instructions.
- Utilized hand and power tools for assembly, troubleshooting, and repairs of mechanical and electronic systems.
- Inspected and tested completed assemblies to ensure compliance with quality and safety standards.
- Identified and resolved assembly issues, ensuring the final product met operational specifications.
- Maintained a clean and organized work environment while adhering to safety protocols.

Network Engineer

Sep 2016 - Aug 2022

Saudi Telecom Company (STC)- Saudia Arabia

- Operated within the Access Network Operations Center (NOC) to monitor and manage network performance, ensuring high availability and reliability of telecom services.
- Troubleshooting day to day network issues utilizing TCP/IP, DNS, routing, switching, fiber, and copper, ensuring reliable network performance and minimizing downtime.
- Utilized Remedy Ticketing System (RTTS) for logging, tracking, and resolving trouble tickets efficiently.
- Dispatched field engineers to the sites in order to diagnose and resolve Access network devices issues, facilitating quicker resolution.
- Generated and analyzed detailed reports on network performance, incidents, and service quality, identifying recurring issues and implementing preventative measures.
- Delivered exceptional customer support by addressing and resolving network-related issues and inquiries, improving customer satisfaction.
- Coordinated with cross-functional teams to resolve complex network issues and support system improvements, ensuring seamless operation.

Network Engineer

Jul 2015 - Sep 2016

Mobily Telecom Company | Saudia Arabia

- Utilized network monitoring tools (NMS), and trouble ticketing systems to diagnose and address network issues, resulting in improved network uptime and performance.
- Coordinated with cross-functional teams to troubleshoot and resolve network incidents, document solutions, and enhance overall network stability and efficiency.
- Executed real-time network monitoring and incident management, efficiently processing and resolving trouble tickets to support the operational stability of a large-scale network infrastructure.”
- Provided technical support and issue resolution through a structured ticketing system, contributing to the seamless operation of the NOC and enhanced network performance.

Education

- Toronto Metropolitan University – Certificate of Data Analytics, Big Data, and Predictive Analytics **2024**
- Sudan Open University - Bachelor of Computer Science **2015**
- Hitech Institute – Diploma in Computer Science **2012**
- DBA training using oracle 10g (SQL, PLSQL). **2007**
- University of Gezira - Diploma in Computer Sciences **2007**

Skills

- Data Visualization Tools: Power BI (Dashboards, DAX, Data Modeling).
- Spreadsheet Analysis: Microsoft Excel (Pivot Tables, Advanced Functions, Data Cleaning, and Automation).