Abdelmonem Karam Abomoslim

Collaboration Team Leader

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Fields of Competence

* **IP Telephony Technologies:** Advanced experience in proposal, selection, design, implementation and Configuration for the full Portfolio for various Vendors (Cisco, Avaya, Alcatel, and Asterisk).
* **Contact Center Technologies:** Advanced experience in proposal, selection, design, implementation, and configuration for the full portfolio of Cisco and Avaya Aura Contact Center.
* **IVR Technologies:** Advanced experience in Proposal, Design, Development, Operation with many different Vendors/Technologies (HP NIVR, Avaya Experience Portal, JavaScript, Java, C#). Dealing with complicated Call flows, tariffs and advanced integration with many other systems.
* **Network Technologies:** Good experience in Routing and Switching Implementation, Configuration, and Operation. Familiar with many Routing protocols (RIP, EIGRP, BGP, OSPF). Worked on the most recent Cisco Devices: Nexus 9508, (3850, 3650, and 2960) Access switches, 4451 Routers, 5585 Firewall. Also worked on HP Aruba Switches.
* **Site expertise:** Advanced experience in sites’ surveys, commissioning & start-up activities, on-hands training, and maintenance in many sites for various Environments sites such as Oil & Gas, Telecom Operators, Hotels and more.
* **Development:** Good experience in Java Development (OOP), and android applications
* **Hardware:** Virtualization (VMWare ESXi OS).

# Work Experience

***Collaboration Team Leader (Tech, Lead)* Giza Systems Jan. 2017 – present time**

**Responsibilities:**

Lead project technical activities after signing the contract up to hand over including the following:

* Lead Bidding activities for Large-scale opportunities
* Customer facing technical meetings
* Verify solution and scope with Pre-sales team and Project Manager.
* Review/approve engineering software/hardware design documents.
* Approve project Bill of material.
* Support Project Manager during procurements.
* Lead of at least one of the Mega projects (> 5M$ budget projects)
* Lead project Technical Team to put solution Low Level Design.
* Put High level Design and pre-requisites for the project with Technical team and third parties.
* Technical hand over for awarded projects from Pre-Sales.
* Lead Project assigned Technical Team to secure implementing projects having Infrastructure solution.
* Follow up the projects, Technical progress and coach Technical resources in running projects.
* Technical follow up on third parties to insure that the technical scope in projects is fulfilled.
* Handle Customer and Vendor technical communications.
* Understand, implement and integrate different technologies successfully
* Deal with solution conflicts and take the necessary actions to resolve
* Manage new customer requirements and discuss with project team and project manager.
* Assure that solution implementation is as the approved design.
* Contribute in high complex implementation tasks whenever needed
* Participate in Pre-sales activities (bidding, design, and customer requirements)
* Give coaching for Collaboration team members during implementation tasks
* Set clear Collaboration team goals
* Oversee day-to-day operation and projects implementation
* Monitor team performance and report on metrics
* Motivate team members
* Discover/set training needs and provide training plans for each quarter of year
* Listen to team members’ feedback and resolve any issues or conflicts
* Recognize high performance and reward accomplishments
* Encourage creativity and risk-taking
* Suggest and organize team building activities
* Develop a strategy the team will use to reach its goals
* Provide any training that team members need
* Monitor team members' participation to ensure the training they are being provided is being put into use, and also to see if any additional training is needed
* Delegate tasks to Seniors and set deadlines

***Senior Contact Centers Engineer* Giza Systems July. 2014 – Dec. 2016**

**Responsibilities:**

* Responsible for the supervision of junior voice team members
* Put Project Technical plans, Technical Designs.
* Implement complex technical tasks during projects.
* Follow up plan progress and find work around for plan leakage absorption if needed.
* Provide first level leader support in chain of command with team members.
* Administer and adhere to corporate and departmental policies, practices and procedures, including union contract administration.
* Plan and communicate the daily production schedule to staff and maintain control of the inventory.
* Monitor processes and ensure that operational standards and customer specific performance guarantees are met.
* Identify opportunities and implement solutions for workflow, system, and other process improvements.
* Develop and maintain strong and positive working relationships with respective Union Leadership.
* Interface with internal and external stakeholders, provide solutions to meet operation standards, solve simple business problems, and main problems.

***Contact Centers Engineer* Giza Systems Feb 2011 – June. 2014**

**Responsibilities:**

* Implements IP Telephony solutions, Contact Center.
* Prepares a Design-document according to the requirements analysis done, get the document reviewed and approved by the Contact Centers Team Leader before submission to the customer.
* Undertakes the implementation, installation, and customization activities for customer projects as per assignment.
* Undertakes the activities of integration between the Contact Center Applications and customers’ business applications based on detailed customer’s requirements.
* Develops testing applications and undertakes the actual testing activities as per Customers’ requirements and according to standard policies and prepares and submits the required testing reports.
* Updates the Team Leader on the progress of work assigned and prepares and submits weekly progress reports.
* Guides, directs, and support the newly hired Contact Centers Engineers running projects to provide them with the needed field experience.
* Provides the required technical support during the pre-sales phase aiming at having strong technical offerings.
* Complete personal professional certification and product authorization according to the training programs available through the vendors.
* Responsible for Service Level Agreements which might include 24X7 commitments including the formal vacations in Egypt

Software Systems and Expertise:

* **Infrastructure Technologies**
  + IP Telephony (Cisco CUCM, CME, Media Sense and CUC,Avaya IPO and CM, Alcatel Omni PCX Enterprise, Asterisk 11 to 13)
  + VOIP (SIP, H.323, MGCP, SCCP, RTP, PRI, SS7)
  + IVR (Avaya Voice Portal, HP NIVR, Ericsson MOIP, Asterisk, VXML, CCXML)
  + Contact Centers (Avaya CCE)
  + Networking (Cisco/HP Routing and Switching)
  + Software Development (JavaScript, Java, C++)
  + Linux (Red Hat, Debian, Ubuntu, CentOS).
  + Virtualization
  + Microsoft windows (Server 2003, Server 2008, Server 2012).
  + DB (MySQL)
* **Other Programs**
  + AutoCAD.
  + Microsoft Office (Advanced Excel and Power Point usage)

Projects

**Project Name:** **Disaster Recovery DC for Smart Meters project (EEHC)**

**Client\End User: Egyptian Electricity Holding Company (EEHC)**

**Job Title:** Technical Lead **(Giza Systems)**

* + Oracle Applications
  + Cisco ACI model switches
  + Fortinet Firewalls
  + Oracle DB
  + ZFS technology
  + Zero Data Loss technology
  + Oracle Super Cluster Hardware

**Project Name:** **Zohr Gas Field Telecommunication Infrastructure**

**Client\End User: Eni petroleum Co. (in Association with Petrobel Co.)**

**Job Title:** Team Leader **(Giza Systems)**

* + Cisco CUCM Redundant (Implementation)
  + Cisco CUC Redundant (Implementation)
  + Cisco Media Sense for Recording (Implementation)
  + Cisco ISR gateway 4321 Redundant (Implementation)
  + MX300 Video Conference (Implementation)
  + 4\*ISR gateway 4451 (2\*Redundant) (Implementation)
  + Cisco Attendant Console (Implementation)
  + Cisco Nexus 9800 (Design)
  + Cisco Catalyst 6807 (Design)
  + Cisco 3850, 3650, and 2960 switches (Implementation)
  + Cisco Prime Infrastructure (Installation)
  + Cisco ACS (Design)
  + Cisco Firewalls 5508 (Design)

**Project Name:** **Telecom Egypt IVR and Call Center Upgrade**

**Client\End User: WE (Telecom Egypt)**

**Job Title:** Team Leader **(Giza Systems)**

* + Avaya CM (3000 stations)
  + Avaya CCE (6800 agents)
  + Avaya Aura Messaging
  + Avaya WFO select (Recording)
  + Avaya Equinox (Video and web conferencing)
  + Avaya CMS (Reporting)
  + Avaya Experience portal (IVR)
  + Avaya Control Manager (centralized management)
  + Avaya Breeze (Call Intercept)
  + Avaya Workspaces (web based agent interface client)
  + Novomind iAgent (Digital channel)
  + RightFAX (FOIP)
  + Dell MX7000 chassis with VMware (Virtualization environment)
  + IVR call flow revamp development and integration with backend (40 Call flows inbound/outbound)
  + Unified DB (MSSql) for customer journey across voice/digital channels.
  + OS (Microsoft/RedHat)

**Project Name:** **Centro Rotana Hotels Network and IP telephony**

**Client\End User: Centro Rotana Hotels.**

**Job Title:** Team Leader **(Giza Systems)**

* + Alcatel OXE IP Telephony
  + Alcatel OXE Voicemail
  + Aruba wireless controller
  + Aruba Access points
  + Aruba Core Switch
  + Aruba Access Switches
  + Integration with FEDILIO Hoteling system

**Project Name:** **TCF Petrojet Buildings Network and IP Telephony**

**Client\End User: Petrojet Petroleum Company.**

**Job Title:** Team Leader **(Giza Systems)**

* + Alcatel OXE IP Telephony
  + Alcatel OXE Voicemail
  + Cisco wireless controller
  + Cisco Access points
  + Cisco 4500 Core Switch
  + Cisco 2960 Access Switches

**Project Name:** ERI Datacenter

**Client\End User: Electronic Research Institute**

**Job Title:** Collaboration Team Leader **(Giza Systems)**

* + Cisco CUCM Redundant
  + Cisco CUC Redundant
  + Cisco Media Sense for Recording
  + Cisco ISR gateway 4321 Redundant
  + MX300 Video Conference
  + 4\*ISR gateway 4451 (2\*Redundant)
  + Cisco Attendant Console
  + Cisco ExpressWay (E/C)

**Project Name:** Orange IVR Call Flow Reporting

**Client\End User: Orange Telecom Services**

**Job Title:** Senior Contact Centers Engineer **(Giza Systems)**

**Project Name:** Orange SWAP Project from MOIP to HP NIVR

**Client\End User: Orange Telecom Services**

**Job Title:** Senior Contact Centers Engineer **(Giza Systems)**

**Project Name:** Vicorp IVR implementation

**Client\End User: Etisalat Telecom Co.**

**Job Title:** Senior Contact Centers Engineer **(Giza Systems)**

**Project Name:** Ericsson MOIP IVR Revamp Project

**Client\End User: Orange Telecom Services.**

**Job Title:** Contact Centers Engineer **(Giza Systems)**

**Project Name:** VocalCom Contact Center Application

**Client\End User: Wasla Co.**

**Job Title:** Contact Centers Engineer **(Giza Systems)**

**Project Name:** Avaya IP Telephony Upgrade

**Client\End User: Giza Systems Co.**

**Job Title:** Contact Centers Engineer **(Giza Systems)**

Pre-sales Activities (RFPs achieved)

* TE Contact Centers Expansion (Avaya Aura full portfolio with multi-media solution)
* Orange ‘400’ IVR Call Flow Drop 3 Development (‘HP NIVR’).
* Zohr Gas Field Telecommunication Mega Project (Voice ‘Cisco’, Network ‘Cisco’, WIFI ‘Cisco’)
* PetroJet Zohr Telecommunication Project (IP Telephony ‘Alcatel’).
* Orange Ongoing CRs (‘HP NIVR’).
* Vodafone IVR Call Flow development project (‘HP NIVR’).
* Telecom Egypt IVR Call Flow development project (‘HP NIVR’).
* Wasla Contact Center project (‘VocalCom Call Center’).
* Etisalat IVR implementation project (‘Vocpilot IVR’).

Training

* ZFS storage installation
* Android Oreo mobile apps development
* Àvaya WFO select recording
* CCNP Collaboration.
* CCNP R&S.
* OXE Alcatel IP Telephony.
* Avaya ACIS (Avaya Communication Manager Implementation Specialist).
* Red Hat Essentials.
* AutoCAD.
* HP NIVR Development
* MOIP IVR Development
* VICORP IVR Development and Implementation
* CEH (ongoing)

Personal skills

* Organized, dependable, punctual and hard worker.
* Energetic and self-motivated.
* Strong interpersonal & communication skills.
* Proactive, Able to work under high pressure.
* Fast and self-learner.
* Ability to work in a group or individually according to the job requirements.

Language skills

* Arabic (Mother Tongue).
* English (Excellent in speaking, reading and writing).
* Francais (un peu parler, un peu écrire, et bien ecouter) (niveau 1,2 et 3 à Berlitz)

Education

**Ain Shams University**

**Faculty of Engineering (Class 2010)**

**Computer and Systems Engineering (CSE 2010), Grade: Good.**